



TERMS AND CONDITIONS

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- Booking is secure only after paying £100 deposit. We will send you an email confirming your booking, this is your receipt.
 - The remaining balance must be paid 28 days before the event. We will send you an email 35 days prior to the event to arrange the details of the final invoice. If your balance is not paid by the due date we will send you 2 email reminders after which time your booking will be cancelled and your deposit will not be refunded.
 - The final price includes VAT and travel costs.
 - There is no refund if you cancel the booking within 20 days before the date.
 - We may refuse to take a booking or cancel it after the deposit was paid. In such case we will refund the booking deposit. (To date, we have never done it)
 - You may be able to change the date on your booking, as long as there is availability. If there is no availability, you will lose the booking fee of £100.
 - We will serve the flavours that you chose at your selected venue on the date and time as previously agreed. Flavours are subject to availability. Please advise us at the time of booking of any specific dietary requirements.
 - Alcoholic sorbets do contain alcohol. We will not serve these to under 18's. We leave it to the discretion of the adults present if these sorbets are given to the under 18's.
 - It is your responsibility to notify your venue and/or wedding planner that you have booked us. We are happy to liaise with them if they have any questions. Make sure that the access is suitable and that we are able to attend. Our trike is 2.4m long and 1m wide. It is a heavy trike, and heavier when it is loaded with ice cream, we will not be able to move it up/down steps. If your venue has steps, check with us first. We will also need parking space for our vehicle and trailer.
 - We will normally arrive up to 1 hour before service time to liaise with a member of staff to set up.
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- We have calculated the time we require to arrive and set up for your event. We have been generous with our estimate. However, if the event runs late or extra time is required, we may charge an extra fee proportional to the original booking quote.
 - In the unlikely event due to unforeseen circumstances (such as heavy traffic, accident) that we are unable to reach your venue by the agreed time, we will contact you en-route and your service will commence once we have arrived and set up.
 - Whilst we take every measure to ensure our vehicles and machinery work properly, unfortunate events such as breakdowns can happen and we may not be able to fulfill our agreement. In such case, we will refund the amount to paid to us.
 - We will ask for some personal information in order to fulfill our agreement. We will provide you with our Privacy Policy. We will hold such data for a reasonable time after the event.
 - Abusive, aggressive behaviour will not be tolerated and if we feel threatened in any way we will leave the premises immediately. You will not be refunded.
 - We may take photographs for our own promotional use, they may appear on our social media sites and by booking with us you give permission to do so.
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