

## **Creative Collections Chocolate Fountains**

### **Terms and Conditions**

1. All deposits are non-refundable and are required to confirm your booking. Booking dates are provisional until the booking and required deposit have been received.
2. Full balance must be received 14 days prior to the event, otherwise our services will be cancelled and deposit lost.
3. If Creative Collections Chocolate Fountains are to supply dipping items, we must receive accurate numbers of guests. We will not be held responsible if there are not enough dipping items to last for the arranged hire time, due to inaccurate numbers. Please also at time of booking ensure we are notified if this is main dessert.
4. A sturdy level table is required (preferably 4' or 5' round table) with table linen, situated as close as possible to 2 x 13 amp domestic electrical sockets. If no linen is provided we do always come ready with a cloth.
5. A kitchen with microwave and hand washing facilities must be available on site. If suitable facilities are not available, please do let us know prior to arrival so we can bring our own.
6. Car parking must be available at the venue
7. Allergy awareness: Our products may contain traces of nut and milk proteins; please request further information prior to booking with any dietary requirements.
8. If for any reason, we have to cancel a booking we will do so in writing returning any deposits paid and recommend another reputable company.
9. In the unlikely event the equipment fails to work properly a refund will be issued within 7 working days less any costs for consumed items.
10. A delivery charge may be added for areas exceeding a 15 mile radius of Weston –Super Mare, you will be informed of this prior to booking being accepted.
11. If the venue is changed for any reason, we must be advised 48 hours prior to event date.
12. To cancel our services please do so in writing.
13. All equipment remains the property of Creative Collections Chocolate Fountains.
14. By completing the booking form the hirer agrees to these Terms and Conditions.
15. We reserve the right to amend these terms and conditions at any time.