

## *Heavenly Fountains Terms & Conditions*

- *Provisional bookings must be confirmed by payment of a non-refundable deposit of £100 within 14 days of the original booking. Non payment will result in cancellation of the booking.*
- *Deposit receipt and notification of final cost will be sent to the customer by return post where possible.*
- *Final payment must be made at least 14 days before the event. Non payment will result in cancellation of the booking.*
- *Cancellation. This agreement cannot be cancelled, except in writing, by either the Client or Heavenly Fountains*
- *It is the sole responsibility of the Customer to advise their event Venue that:-*
  1. *they have hired a Chocolate Fountain for the event*
  2. *we will require a sturdy, level table with table linen and clear access to a 13amp electrical socket*
  3. *for Illuminated Surround bookings a table at least 4ft square or round is required, capable of carrying a weight of 60Kg*
  4. *for small Fountain bookings and those not requiring the Illuminated Surround, adequate table room must be provided for the dipping foods*
  5. *the Fountain Operator will require access to the Function area 1 hour before the Chocolate Fountain is required for use, in order to setup the table and ensure smooth running of the Fountain. Once setup the Chocolate Fountain cannot be moved*
- *Heavenly Fountains do not accept liability should the Venue fail to provide the items stated above, thereby preventing the use of the Chocolate Fountain, and no refund will be made by Heavenly Fountains.*
- *Heavenly Fountains' Operator will have sole responsibility for setting up, operating and removing the Chocolate Fountain and associated equipment and materials.*
- *The normal hire period is 4 hours including set-up and removal of the Chocolate Fountain. Any extension to this time must be requested by the customer prior to the Event date and may be subject to an additional charge.*
- *Heavenly Fountains will endeavour to provide any favourite dips specified on the booking form but reserve the right to substitute any item should they be unavailable or of unsatisfactory quality.*
- *Where dipping items are not provided by Heavenly Fountains, it is the responsibility of the customer to arrange for the cleanup of any dipping items they or their caterer have provided.*
- *Heavenly Fountains do not accept responsibility for any complaint or damages by the Venue or Guests due to chocolate contacting with clothing or other materials.*
- *The customer accepts that photographs may be taken of the Chocolate Fountain and their Guests during the event and agrees that they may be used in publicity material by Heavenly Fountains.*
- *Heavenly Fountains reserve the right for the Fountain Operator to dismantle the Chocolate Fountain and leave the premises should the Guests become unruly and considered by the Operator to be a risk, either to themselves or the Chocolate Fountain. No refund will be forthcoming.*
- *Heavenly Fountains do not accept responsibility for any circumstances outside our direct control which prevent the use of the Chocolate Fountain such as power failure, flooding, motorway accidents etc.*
- *In the event Heavenly Fountains fail to provide the products or services as booked, the Customers sole recourse will be the refund of all monies paid to Heavenly Fountains.*
- *Liability: Heavenly Fountains shall not be liable for any injury, loss or damage directly or consequently arising out of the use or inability to use the Chocolate Fountain, whether used singularly or in conjunction with any other equipment.*
- *Where Our dry hire package is offered it is the sole responsibility of the hirer to make sure the fountains are not misused or come to any damage whilst within the hire period, until a strong business relationship is forged between the Hirer and heavenly fountains, Identification and credit or debit card details will be required as security for this type of hire.*
- *Where damage or misuse arising to damage of the equipment is caused (excluding genuine faults) Heavenly fountains will Invoice the hirer to the full replacement value or parts and labour value (which ever is appropriate) for equipment to be in comparative working condition of that when delivered and signed for.*

