

Sweet Cart Hire - Terms and Conditions

All goods for hire remain the property of Chocosweet.

Unless you ask us not to, Chocosweet reserves the right to take photographs of the hired equipment for promotional purposes.

The sweet cart can be hired with or without sweets. Chocosweet does not allow the customer to add their own sweets to those provided as part of a package, this is for insurance and product traceability purposes.

Making A Booking

Sweet cart bookings can be made by submitting an enquiry on our website or through our social media channels. You can also book by emailing us at info@chocosweet.co.uk.

Once we receive your booking, we will be in touch to collect a deposit payment from you. Your booking is not accepted/confirmed until this deposit has been paid.

Payment

A 50% non-refundable deposit is payable upon booking to secure your date. This will be deducted from your total balance. The outstanding balance is due one week prior to your event.

Chocosweet will also require a breakage deposit of £50 and this will be refunded in full within one week of the event, subject to there being no damage or loss to Chocosweet cart or equipment.

Payments can be made by online payment, bank transfer, PayPal, or cash.

Loss and Damage

Missing items or damaged items will be charged at the full replacement value, we will not accept any substitute replacements. We also reserve the right to charge you for any loss of profit as a result of the loss or damaged goods during your Hire.

Should you be charged for any damage you may request by email, phone, or written communication that the goods be returned to you, this must be within 14 days of being informed by us of the charges.

If you wish to have the damaged goods returned to you this will be done so at your own cost. Should we not hear from you within the 14 days then the named items that are damaged will be disposed of.

We expect items to be returned in the same condition as when they were provided. A thorough visual inspection will be carried out by our team during set-up and before taking the hired equipment away.

Any loss or damages/breakages to our glassware, tongs or non-disposable decorations will be charged at full replacement value. Any items we deem as unreasonably damaged will be charged at the full replacement value.

We would expect our hire items to be returned dirty and with potential marks and non-permanent stains, what we deem as unreasonable damage is any items that are no longer fit for hire, due to non-repairable damage and permanent marks/stains in the opinion of Chocosweet.

Under no circumstances can any banners or decoration be attached to the sweet cart. Our sweet carts are professionally made and painted, customers are not permitted to stand drinks on the carts as this may result in staining and water damage. Any damage to the sweet carts caused by drinks or glasses will incur a charge. Missing items or damaged items will be charged at the full replacement value, we will not accept any substitute replacements.

Cancellation

Chocosweet understands that occasionally circumstances do change, and we reflect this in our cancellation charges.

You can cancel your order anytime up to four weeks before your event with no financial penalty.

Any orders cancelled after the four-week period will be charged a cancellation fee, this will be 50% of the total order value (equal to your non-refundable deposit). Any orders cancelled within 1 week of the event date will be charged at the full order value.

Should you wish to cancel your order with us then it must be done in writing and Chocosweet must acknowledge receipt of this. **Please note that the booking deposits are non-refundable.**

If for any unforeseen reason Chocosweet is forced to cancel your order, then you will be notified by email and all deposits and payments made will be refunded in full.

Last minute bookings

Chocosweet may be able to cater for last minute bookings; we class last minute bookings as any orders placed with less than 7 days before the event date. Last minute bookings are subject to availability, and we require full payment before confirming.

Amendments to your booking

We appreciate that you may need to change your booking/order due to a number of reasons, should this happen we require you to notify us within a reasonable time period, all alterations will be subject to availability and at our discretion.

Delivery

Delivery fees will be notified in advance of the booking. There may be circumstances which the delivery fee is waived so please contact us for a full quote. All bookings include 20 miles delivery mileage included.

Sweet Cart Delivery/Set up

It is the customers responsibility to seek permission from the venue and to ensure there is sufficient space for the sweet cart at the venue.

The dimensions of the assembled sweet cart are:

Width - 60cm

Length - 116cm

Height - 190cm

Once the sweet cart is set up it can only be moved by a representative of Chocosweet.

It is also the customers responsibility to ensure there is a loading bay or equivalent at the venue to allow Chocosweet to unload and reload the cart and equipment.

Insurance

It is your responsibility to ensure that the hired items are covered by that of your own insurance or the venues insurance with regards to public liability risks. Chocosweet will not be liable for any claims made by any persons for injuries or damages caused by or in conjunction with the hired items, including our fitting service.

Liability

Chocosweet accepts no liability for any injuries or damage to any persons or property arising from any items under hire.

Customer Liability

Chocosweet cannot be deemed liable should any guests at your function take an allergic reaction to any consumables provided at your event. Should any of your guests have a nut allergy or similar please notify us and we will try our very best to provide an alternative for such guests. If an alternative cannot be provided it is the customer's responsibility to notify their guests.

Children should be supervised at all times as Chocosweet CANNOT be held responsible if a child chokes on any of the items provided at the event.

Safety Information

Please be advised that some sweets may contain or have traces of nuts or nut oils, they may also have been in contact with products and sweets containing nuts. Chocosweet cannot be held responsible for any issues resulting from any food allergies. Customers should ensure that young children are supervised at all times to avoid the risk of suffocation or choking from plastic sweet wrappers or plastic bags. Chocosweet cannot be held responsible for safety issues which occur from the use of our equipment or consumption of our confectionary at your event.

Complaints

In the unlikely event of any dissatisfaction on your part, please inform Chocosweet within 14 working days of your event taking place. We reserve the right to refuse compensation with any complaint received and after 14 working days no compensation will be given.

Hygiene Certificates

All our staff are all hygiene qualified which is what is required for the delivery of the service. Hygiene is our number one priority for all our services and therefore we ensure all sweets jars are sealed until guests arrive.

Rights Reserved

Any failure by us to enforce any or all our terms and conditions shall not or be interpreted as a waiver of any of our rights.

Law

These terms and conditions and any contract formed between us shall be governed by the laws of Scotland and the Scottish Courts shall have jurisdiction to resolve any disputes between us.

Making a booking with Chocosweet denotes that you have read, understood, and agree with these terms and conditions.



www.chocosweet.co.uk/terms