

## OUR TERMS AND CONDITIONS

**DATE HOLDING** – Crêpe de la Crêpe do not hold dates, due to the significant number of enquiries received. The Client's event date is secured upon receipt of The Client's 25% deposit.

**DEPOSIT** – A 25% deposit is required upon the confirmation of booking, with the full balance due 8 weeks prior to the event date. By paying a 25% deposit, you are agreeing to our Terms & Conditions set below.

**REDUCTION OF ORDER VALUE** - Once The Client's deposit is paid, all items on The Client's quotation have been secured. It is not possible to reduce the order value or items required prior to the event. If you wish to add more items over and above The Client original order, availability will be checked but cannot be guaranteed.

**REFUNDS** – Crêpe de la Crêpe do not offer refunds, only date changes if notified well in advance and if available.

**PARKING** – Crêpe de la Crêpe require onsite parking, and enough room to manoeuvre on and off site with the use of our towing vehicle.

**EQUIPMENT HIRE** – In the event of any items requiring repair as a result of The Client's negligence, misuse or abuse, The Client shall bear the cost of such repair. In the event that the items are damaged beyond economical repair or are lost, The Client shall bear the full cost of replacement. The Client is responsible for the hire items until their collection. Crêpe de la Crêpe will not be liable should an injury or expense occur as a result of the use of our creperie. Our service is provided in good faith that our creperie will only be used as intended.

In the event of a cancellation more than 8 weeks prior to the Event Date, any monies paid shall be refunded minus the 25% booking deposit.

In the unfortunate and unlikely event of the unavailability of Crêpe de la Crêpe, be it through breakdown, severe weather conditions, illness or any other reason beyond Crêpe de la Crêpe control, Crêpe de la Crêpe shall issue a full refund of monies paid and the customer hereby agrees that no claim shall be issued against us, in respect of such situation.

**DISPOSAL OF WASTE** – Crêpe de la Crêpe are not responsible for the removal and disposal of any rubbish or waste.

SOCIAL MEDIA POLICY – Unless The Client explicitly asks Crêpe de la Crêpe not to use any images taken of work at The Client’s event, Crêpe de la Crêpe will use them across all of their social media platforms and website.

## 1 Definition

1.1 ‘Contract’ – the document or documents setting out the services to be provided by us, together with these terms and conditions, and a signed contract acceptance form or proposal.

1.2 ‘The Client’ – You, the person, firm or organisation engaging our services

1.3 ‘Crêpe de la Crêpe’ - Us, We

## 2 Our Fees

2.1 The fees in respect of services provided will be agreed and specified under separate cover, by way of a formal quotation.

2.2 A deposit of 25% will be paid upon securing the contract unless otherwise agreed. Full non-refundable payment shall be made 8 weeks prior to the Event date.

2.3 For events / services booked with less than 8 weeks lead time, full payment shall be due immediately upon signature of contract.

## Contract Specific Terms

### 3 When the Contract Starts

3.1 The contract starts when you have agreed to use our services and signed our agreement form by which you agree to keep to these conditions.

### 4 Limits of our Liability

4.1 Crêpe de la Crêpe do not accept any liability for non-completion of an event or for any delays arising as a result of strikes, riots or lockouts, adverse weather conditions, loss, damage or cancellation due to fire, flood or any other cause beyond our control.

4.2 The liability of Crêpe de la Crêpe in respect to any breach of the Contract, including any applied terms shall not extend to any consequential loss whatsoever suffered by The Client or their guests.

## 5 Insurance

5.1 Crêpe de la Crêpe have public liability insurance to the sum of £5 Million GBP, a copy of our certificate can be seen upon request.

5.2 Crêpe de la Crêpe advise you to take out separate insurance to cover you for possible loss.

## 6 Ending this Contract

6.1 Crêpe de la Crêpe may end this contract if: You break its terms; or as a company, you become bankrupt or enter into a voluntary agreement with creditors. Under these circumstances, it will end immediately, and Crêpe de la Crêpe will recover all costs.

6.2 Change of Date: Subject to written notice to Crêpe de la Crêpe, Crêpe de la Crêpe may agree to a change of date. In this case, work completed to date will be payable upon receipt of an invoice, and you will be re-quoted on any additional hours / work required.

6.3 In the event that you need to cancel the booking and a change of date is not agreed upon:

- Prior to 8 weeks, Crêpe de la Crêpe will retain 70% of the contracted amount payable
- Your deposit of 25% is non-refundable
- Within 8 weeks the full contracted amount is payable.