

Terms and Conditions

It is the responsibility of the hirer to provide a safe working environment for the event. If this is not available, the full amount will remain payable. This includes:

Sufficient access is available for the equipment and our services

1. The venue must have the required access and area to enable our equipment to be setup safely
2. The area where the equipment is to be setup must be clean and clear from anything that may cause damage to the equipment or injury to others
3. We reserve the right to refuse to operate our equipment if we believe the venue is unsuitable or unsafe
4. We will not be held responsible for any obstruction, nuisance or interference

Behaviour

It is at our discretion as to whether we can continue to offer our services at your venue if unreasonable behavior or disruption is caused, and if this is the case, the full fee will be payable. This includes:

1. Guests/attendees are acting in an abusive or aggressive manner
2. Guests/attendees are under the influence of drugs
3. The conditions at the venue/site are proving to be too dangerous

Loss or damage

Loss or damage to our equipment will be deducted from the deposit at the discretion of Joe's Whippy's. If the deposit does not cover the cost incurred by Joe's Whippy's, we reserve the right to ask for the remaining cost. The individual's name stated on the invoice at the time of hiring our services is the individual held liable during the hire period.

Unforeseen Circumstances

In the event that we are unable to provide our services to you due to unforeseen circumstances, then the full amount paid will be refunded to you.

Van Depiction

The van depicted on our website may not be the same van that will attend the event. We have several ice cream vans, therefore for clarification purposes, we must notify you of this.

Hire Payments

For payments under £500, we request the full amount is paid within 7 days of booking. Payments can be made by BACS, or by cheque (made payable to Joseph Mazzotta).

For payments over £500, we request that a deposit of 20% is paid at the time of booking, with the remaining balance paid at least 6 weeks prior to the event date. If the booking is made within 6 weeks of the event, we require the remaining balance paid at least 48 hours prior to the event date.

If the balance of the payment has not been paid within the specified time then we have the right to cancel the booking and withhold the deposit.

Payments can be made by BACS, or by cheque (made payable to Joseph Mazzotta).

Cancellations

Any cancellations must be received via telephone (07913 223721) and email (joeswhippy99@hotmail.com) and the following cancellation charges will apply:

1. Deposits are non-refundable
2. Cancellations more than 14 days from the date of the event – 25% of the agreed fee plus VAT
3. Cancellations less than 14 days from the date of the event – 50% of the agreed fee plus VAT (including bookings that are made within 14 days of the event date)

4. Cancellations must be made via telephone and email, and cancellation charges must be paid within 7 days of the cancellation

Changes to this contract

Any changes to the booking must be notified via telephone and email, and these hire terms and conditions are integral with the details outlined on this contract.