

## Terms and Conditions

### 1.0 Quotation and payment

- 1.1 A 25% non-refundable deposit is requested before the event to secure your booking (unless of any last-minute orders; whereby deposit timeframes are inapplicable to the booking and thereby the full balance is taken). Until any deposit has been received the booking is not to be deemed confirmed and no orders for goods/services will be placed.
- 1.2 The remaining balance of any event booking is to be paid within 28 days of date of final invoice (unless agreed otherwise). Any delay in payment will be subject to a daily interest charge 4% above Bank of England base rate.

### 2.0 Staff

- 2.1 Any requested additional working hours outside the agreed invoice will incur a charge of £25 per hour per member of staff. This additional fee will be invoiced after the event and payment must be received within 7 days of the invoice date. Late payment fees as per 1.2 will apply.
- 2.2 Each member of staff is entitled to a 20-minute break for every 4 hours of service. Should only one staff be required for your event, there will be a pause in service to accommodate for this break.
- 2.3 All registration of staff to the event to be dealt with by the company employing baristaroo.co.uk.

### 3.0 Loading / set up

- 3.1 baristaroo will arrive on the day of the event (approx 1.5-2 hours before service time) for loading and set up purposes. Full access to be granted and parking made available at no extra cost to Baristaroo.
- 3.2 Should Baristaroo need to arrange access slots of loading / derigging – 7 days notice to be given along with full contact details of who Baristaroo should contact to arrange access. Should this not be provided and Baristaroo refused access, Baristaroo will not be held liable.
- 3.3 **Electricity Supply** – Baristaroo will supply their own power and water where possible. If required; Baristaroo will request the need for access to power/water prior to booking. If power and/or water has been discussed and requested and it arises that Baristaroo were not able to be given access to this on the date of service upon agreement; baristaroo.co.uk will not be held liable for loss of service.
- 3.4 An area of roughly 6m by 4m space is required for any of our pink outdoor mobile coffee bars, and an area of 4m by 4m is required for any indoor or outdoor popups.
- 3.5 Baristaroo may require storage space for milk and other accompaniments in reference to our popup stands. If this is required; this will be discussed and agreed prior to any booking.

### 4.0 Cancellation/Rescheduling of Event

- 4.1 All booking deposits are non-refundable, and are charged at 25%.
- 4.2 Should your event be cancelled within 14 days of the event taking place, Baristaroo will charge 75% of the invoice amount.
- 4.3 Should your event be cancelled within 7 days of the event taking place, Baristaroo will charge 100% of the invoice amount.
- 4.4 If in the event your event has to be rescheduled; a 25% rescheduling fee will be charged in replacement of any cancellation fees.
- 4.5 In the event your event is to be cancelled or rescheduled on the day of/mid event; baristaroo.co.uk will charge 100% of the invoice amount.

## **5.0 COVID-19 Update on – Booking, Cancellation/Rescheduling of Event**

- 5.1** Following COVID-19; We have made changes to the way we take booking, charge deposits, and the fee amounts in the event of any cancellation or rescheduling. This is to ensure both fairness to the client in these unprecedented times, coupled with fairness to the business in generating revenues and remaining open in this adverse time, with the desired outcome in mind of limiting as much potential loss as possible to the client if in the unfortunate circumstance they may need to make changes to their booking.
- 5.2** All booking deposits are non-refundable; and have been discounted to just 15% of the overall balance, with the remaining to be settled nearer the event time (approx. 1-2 months – please check your invoice for the agreed date).
- 5.3** If in the event your event has to be rescheduled at any time up until 3 working days before your event; a 0% rescheduling fee will be charged for the duration of the effects of the covid-19 pandemic.
- 5.4** 0% rescheduling fees are limitless for the duration of the adverse effects of the pandemic, and you as the client may make as many changes to furthering the date as you need.
- 5.5** In the event your event is to be cancelled or rescheduled on the day of/mid event duration; baristaroo.co.uk will charge 100% of the invoice amount.