

BARISTAROO.CO.UK

Terms and Conditions

'Baristaroo.co.uk' or 'Baristaroo' also legally known as GLDH Group Ltd (Registered address: Parkway two, Manchester, M14 7HR), refers to our company, and is the company at which you form any business/working agreement with, or request any paid services from.

'The booking party' refers to the company/business/organization, private person, or individual that undertakes any booking with us directly. It is whom we will make any invoices out to and expect payment from on receipt. The booking party will also be whom we liaise with on the booking/payment.

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 28 days before the event date (unless agreed otherwise). A cancellation of the booking may apply if it is deemed the client is unresponsive to emails or making payment within an appropriate timeframe (a loss of booking deposit will also apply here).
- 1.3 For our regular clients; we will accept a purchase order, and invoicing will be post event with the presence of a purchase order document. These agreements are organized through our administration and any PO acceptance can only be signed off by our internal management in advance of placing a booking.

2.0 Staff Hire -

- 2.1 Any requested additional staff hours outside the agreed invoice will incur a charge of £30 per hour per member of staff (applicable to our waiting staff and bartending staff hire only). 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 initial registration of staff to the event is to be dealt with by the company hiring baristaroo.co.uk on the day.

3.0 Loading / set up / De-rigging -

- 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 5m by 5m is required for any indoor or outdoor popups.
- 3.5 Baristaroo may require storage space for milk and other accompaniments in reference to our indoor popup stands. If this is required; this will be discussed and agreed prior to any booking.
- 3.6 For any bookings whereby indoor units are required to be rigged on the premises (most commonly associated with bookings that require indoor units). De-rigging time will also be required (either same day on completion of the event, or the very next day). Our admin team will discuss and agree de-rigging times with you before agreeing any booking. Our units are regularly booked at various locations, and therefore will need to de-rig and take away our units at the agreed time. In the event our de-riggers and removal team may be obstructed from removing our bars, machinery and equipment, this may result in an extra days hire charge to your company, if this results in loss of business (i.e. having to let another client down due to our units/machinery/equipment being stuck at your venue).

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 by you up to 5 days of the event taking place, Baristaroo.co.uk will charge 25% of the invoice amount/In most cases this will already be the deposit amount.
- 4.3 Should your event be cancelled by you within 5 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 by you; 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 by you on the day of/mid event; baristaroo.co.uk will charge 100% of the invoice amount.

5.0 Our Policy on Client/Guests of Client Behaviour –

- 5.1 Baristaroo will not tolerate any type of workplace violence committed against any members of our staff. Our staff are not required to tolerate any abuse, swearing, bullying, threatening behaviour, discrimination, sexual misconduct/sexual abuse of any sort, willful damage to property, or physical violence. All of our staff have the right to a safe working environment without fear of harm. Violence or abuse of any kind will not be permitted and will be met with an immediate refusal of service, the police being contacted, and potentially a prosecution.
- 5.2 Upon termination of our catering/staff services due to a breach of the above policy (outlined in **5.1**); our staff will remove themselves and all units/equipment from the venue with immediate effect, and the client will not be entitled to a refund at a later date.

6.0 Agreement of Terms & Conditions -

- 6.1 Upon securing a booking with us via either paying a deposit/or the full balance you also agree to adhere to all of the terms & conditions outlined in this document.

7.0 Damages -

- 7.1 If there are any damages made by the booking party (you), the clients of the booking party, or any guests; Baristaroo.co.uk will raise awareness of any damages to the booking party (you) at the event (or if this is a Night time event, and goes unnoticed – this will be raised via phone call/email, the following day).

8.0 Alcohol Bar -

- 8.1 Baristaroo.co.uk expects all day alcohol bar events with a duration of over 3 hours/and absolutely all evening alcohol bar events to be manned by security who hold the appropriate Qualifications. Baristaroo.co.uk reserves the right to provide their own security services whereby the event organisers have been unable to make provisions for this.
- 8.2 Baristaroo.co.uk staff reserve the right by law to request ID from any guests who may appear underage;

as the selling/provision of alcohol over the bar to any underage guests is a criminal offense and will result in a fine for baristaroo.co.uk and a fine for our member of staff.

- 8.3** baristaroo.co.uk reserves the right to refuse the service of alcohol to any guest who our staff deem as too Intoxicated; as this can also result in a fine for baristaroo.co.uk and our staff.
- 8.4** Staff employed by baristaroo.co.uk also reserve the right to refuse any drinks service to any rude, aggressive or violent guests.
- 8.5** baristaroo.co.uk reserve the right to charge for any broken or missing glassware or crockery on hire. Missing or broken glassware is charged at £4.50 per cup. Missing or broken crockery is charged at £6 per item. Missing or broken Wine/Alcohol buckets are charged at £25 per item. Any missing or broken items will be Invoiced post event.

9.0 The hire of our unit/bars/equipment -

- 9.1** The duration of hire of our units/bars/equipment is always agreed in advance and set out in the booking schedule. Any additional time can be booked in via our staff; who can inform you of availability (which is purely dependent on whether we may have another booking for the unit/bars/equipment on the very same day). Staff will also call in to HQ and check the additional fees associated with the extra hire time you may need, however this will be simply calculated via proportionate allocation of the extra time you need from the price of the original booking (for example – A booking of a particular service for 3 hours was originally booked at £1000. A client who requires an extra 2.5 hours will be quoted the extra time at £500).