

Terms and Conditions of business – Vintage Ices 2018

1. A booking will be considered to be confirmed with Vintage Ices when both the booking fee (deposit) has been received and the booking form has been signed and returned to us. The booking fee of £50 per will secure the vehicle on the agreed date and time, it is required at the time of booking and is non-refundable.
2. A written confirmation of the booking will be emailed as a receipt of both the booking fee and the signed booking form. Any outstanding balance is to be paid in full no later than 30 days before the event/party/wedding.
3. Any cancellations must be made in writing to Vintage Ices. All cancellations will incur a charge. (The minimum is the booking fee of £50). Should the Hirer cancel within 30 days of the agreed booking date, then the outstanding balance will need to be paid in full. In the event that we secure another booking for the vehicle for the same date all monies will be refunded, minus the £50 booking fee.
4. In the event of the Hirer wishing to change the date of a confirmed booking we will transfer the booking fee to the new date subject to availability. However, if the new date is unavailable the Hirer will have the option to keep the original date or forfeit the booking fee of £50. (If less than 30 days' notice has been given then the outstanding balance of the original hire will be payable in full).
5. Whilst every effort is made to provide the vehicle booked, Vintage Ices cannot accept any liability for unforeseen mechanical failure or any other circumstances beyond our control.
6. We understand the complexities of the day and timings involved and our staff are likely to arrive slightly earlier than the specified/agreed start time. Any subsequent delay in accessing our services will be deemed not to be the responsibility of Vintage Ices, the hire period starts and ends at the agreed times on the signed booking form. The ice cream van will depart at the specified departure time as recorded in your confirmation email.
7. Vintage Ices cannot be held responsible if the booking is completely missed due to the time keeping of the hirer.
8. Whilst every effort will be made to arrive at the scheduled location in good time, no responsibility/liability will be accepted by us for unforeseen road closures or other restrictions relating to vehicle access to any location, this includes unforeseen physical hold ups on route to the event or adverse weather conditions. We cannot accept responsibility or liability for late arrival or cancellation due to any other circumstances beyond our control.
9. The Hirer is responsible for any accidental or intentional damage caused to the vehicle(s) by themselves and or their guests. A minimum charge of £100 will be charged to cover the valet costs should damage be caused by any guest through drink, food or other.

10. No responsibility will be taken for any loss or damage to any personal possession of any guest of the hirer.
11. Vintage Ices cannot be held responsible for any adverse medical reaction or allergy to anything consumed or subsequently later or any injury or loss caused through excess consumption of our products.
12. Vintage Ices may take photographs for their own promotional use, they may appear on our social media sites and by signing these conditions the Hirer has given Vintage Ices permission to do so.
13. We reserve the right to amend our terms and Conditions at any time. But only the agreed terms at the time of signing are applicable
14. By signing and returning your booking form you will have deemed to have agreed and accepted the above terms and conditions
15. Please make sure you have permission from your venue for your chosen ice cream van to attend. If we are refused entry you may lose your booking and all monies paid.
16. Vintage Ices is a private hire vehicle, we do not have a street licence, please make sure you make arrangements with your venue / chosen location for the ice cream van to be parked on private land, that does not block a pedestrian right of way, endanger your guests or block a road.
17. It is the hirers responsibility to ensure that they have all appropriate permissions and rights to use the dedicated land / space / location. Any fines incurred will be the sole responsibility of the hirer. This includes but is not limited to parking fines, council fines, Private owner fines, copyright fines etc.
18. We will not be able to carry out your booking if legal parking arrangements have not been organised and you will not be refunded.
19. Any parking tariffs will be the hirers responsibility to pay.
20. At no point can we break any laws for your hire, e.g.) Parking on pavements for photography opportunities etc.
21. Brides and grooms who would like to have their photo taken inside an ice cream van do so at their own risk and we cannot be held responsible for any personal injury or marks/damage that occurs to clothing or other personal property.
22. When booking with us, you are booking the agreed number of guests/package, date and service time, anything over and above this will be charged at additional cost. (we will notify you when your limit has been reached and payment must be taken at this point for any additional hire time / guests etc)

Thank you for booking with Vintage Ices, we enjoy our work and look forward to seeing you and your guests at your event/party/wedding.

By signing this form I hereby agree to these terms and conditions and am bound by them.

Name:	
Address:	
Phone:	
Signature:	
Date:	