

BUBBLE CREW TERMS & CONDITIONS

RESPONSIBLE SERVICE OF ALCOHOL

- It is illegal for anyone under the age of 18 to purchase, attempt to purchase or consume alcohol at the event. We would suggest that anyone who looks or could be thought to be under the age of twenty-five brings photographic ID/proof of age with them or we will not be able to serve them. We will refuse to serve anyone at the event who is or appears to be excessively drunk or uses threatening or abusive behaviour towards staff, customers, or other guests.
- We will also refuse to serve anyone who purchases or attempts to purchase alcohol for someone under the age of 18 or someone who has previously been refused alcohol by the bar staff. The decision on such matters will be taken by the bar staff and will be final. The bar staff also reserve the right to close the bar at any time if in their opinion unruly or troublesome behaviour has arisen or is likely to arise within the venue or its environs.
- We will not leave any 'leftover' bottles or drinks when booking a package with us where we provide the beverages. We may leave opened bottles at our discretion.
- We will not serve customers more than 1 drink if it isn't intended for someone else.
- You are responsible for your guests' actions.

ALCOHOL LICENSE

- If your event venue does not hold a suitable Premises License a Temporary Event Notice (TEN) may be required.
- It should be noted that running a 'cashless' bar (where a bar at an event supplies alcohol for free, which is then paid for by the event organiser or customer at a later date) does require a licence.
- A TEN can be applied for by yourselves via your venues local council or if you require Bubble Crew to apply for this, please make this clear on the booking form or at least 3 weeks in advance.
- We cannot guarantee that a licence and/or opening times required will be granted as the final decision rests with the local licensing authorities. If a licence is refused, all fees minus the licence application fee of £21 will be returned.
- Bubble Crew will be the sole provider of all beverages at the event unless previously agreed in writing. It will not be permitted for anyone to consume their own drinks at the event.

PAYMENTS & BALANCE

- We require a £100 deposit to lock in the date with the remainder due 30 days prior to your Event
- Deposits are due 7 days after confirmation of booking and your date is not secured until this deposit has been made.
- In the Event that you need to postpone your Event due to Covid 19, we will work with you to find a suitable date.
- All deposits are non refundable unless specified on invoice.
- Please let us know if these payment terms do not suit you so we can come to a mutual agreement.
- For pay per head packages, you must let us know of any extra guests prior to the balance due by date so we can adjust the invoice accordingly, we will conduct a head count and you will be charged for any extra guests on the day. It is vital we have the correct number of guests prior to your Event, so we can ensure that we have enough stock. If numbers drop from your expected count, we do not issue any refunds on this.

CANCELLATIONS & REFUNDS

- We will not provide a refund if you cannot obtain permission for our attendance at your venue. It is up to you to get permission from relevant parties prior to booking our services.
- We will not provide a refund in the event of bad weather or acts of mother nature. If you decide on alternate arrangements, you must give us at least 24 hours' notice prior to the Event.
- If you do not engage in our Services for the entire time period on the day of the Event as agreed between the parties, you will not receive a refund for the time you have elected to not engage our Services.
- If you cancel the booking and notify us 30 days or less, prior to the Event date, the balance paid is non-refundable and 100% of the booking fee is non-refundable.

LOCATION & SET UP

- If the Event is at a public area that is not a private residence or hired function venue, you must obtain permission from the relevant authority to set up the Event in that area and communicate the outcome with us at least 30 days prior to your Event.
- We will Supply all equipment, 1 staff member unless agreed otherwise and drinks and will require: a 13amp power supply at or near to the van location to power the dispensers.
- You must ensure we have access to the Venue to allow adequate time (at least 1.5hrs) to set up and have at least 1 hour to break down and vacate the venue.
- Please ensure there is a secure car parking space next to the Venue.
- You must ensure there is a flat surface of approximately 3m long and 3m wide at the Venue for bookings with our Van.
- To accommodate the width of the van, doors, gates, pathways and access must be 140cm wide minimum.
- In the event that we can't set up where you had planned due to it not being safe for us or our van we have the final decision on where we set up.
- Access to the event space must be available via clear pathways, ramps and lifts. This includes load in from the car park into the space. Our equipment cannot access up or down stairs unless spoken about prior to the Event.

MENU & PRICING

- The drinks menu is subject to change when supply issues arise.
- Cash Bar menu pricing is subject to change to reflect any supplier increases.
- Bubble Crew endeavours to notify you at their earliest convenience when changes are applied and a drinks menu with pricing and measures will be visible at all times of service.
- Cocktails are premixed and served on tap.
- We hold a vast selection of drinks. However, if one drink selection is favoured, we may occasionally run out. If you are aware that your guests require an extensive amount of one drink type, we will attempt to increase stock levels to accommodate your requirements.

RUBBISH

- With exception of Kegs, the Client shall be responsible for the removal of all waste generated by Bubble Crew in delivery of the services, unless otherwise agreed in writing signed by both parties. We endeavour to sort and bag any waste before leaving it at the venue ready for your disposal.
- Bubble Crew is not responsible for any litter left at the venue.

DISCLAIMER

- Bubble Crew does not accept any liability for any failure to provide our services due to an 'Act of God', ie circumstances beyond our control, (including flooding, fire, severe traffic congestion, car accidents or any foul weather conditions). A full refund of the booking fee will be given in such event.
- In the event of us being unable to provide your chosen bar style on the day, we reserve the right to supply an alternative bar style. This may occur in the unlikely event of damage to a bar/van or it's equipment immediately prior to your event which has proven non-repairable.

DAMAGES

- We will not be responsible for any spillages by guests, any scratches on the Venue floor or any damage caused by guests.