

## JUICY JACKETS TERMS AND CONDITIONS

Juicy Jackets endeavour to keep the information contained in this website up to date and correct. Juicy Jackets website ([www.juicyjackets.co.uk](http://www.juicyjackets.co.uk)) may contain links to other sites.

No responsibility can be presumed for the content of such websites or any policies they adopt in the operation of their websites. Juicy Jackets are unable to scrutinize the content of other pages to which we have provided a link and cannot accept responsibility for loss or damage incurred at all, arising from the viewing of our web pages.

Every effort is made to keep the website running smoothly however because of technical problems that may arise beyond the control of Juicy Jackets no responsibility can be accepted for the website being temporarily unavailable.

### Payment

Juicy Jackets require a deposit per booking regardless of quotation total. This will be invoiced upon instruction from the client to proceed with the preliminary booking. Only upon receipt of this payment will the date then be secured completing the booking. The outstanding balance will then be required two months prior to the event. An invoice detailing the final amount will then be emailed directly to you. Payments can be made by cheque or bank transfer. Further queries about these can be made prior to payment by emailing [enquiries@juicyjackets.co.uk](mailto:enquiries@juicyjackets.co.uk)

### Cancellations

Cancellations must be made in writing. Any cancellation will result in the loss of the deposit. The following charges will also be made:

Cancellation within two months of event: 50% of overall balance minus deposit.

Cancellation within one month or less of event: 75% of overall balance minus deposit

Cancellation within 14 days or less: 100% of overall balance minus deposit

If your booking was cancelled by Juicy Jackets then you are entitled to a full refund.

### Postponements

Bookings that need to be postponed or moved to another date may be done at our discretion. Juicy Jackets endeavour to do all they can to accommodate any changes and will not charge any additional fees to move dates providing there is availability for the rearranged date.

In the event of a cancellation as a result of a postponed event then 50% of the balance can be refunded (minus the deposit) as long as it falls outside of the two month period as stated above.

Please contact us if changes need to be made to your booking asap.

### Liability

Juicy Jackets have sufficient Public and Employer Liability Insurance. Copies of these can be made available upon request. Juicy Jackets advise that all food must be consumed within the agreed timescale as set with the client. Any food consumed after is at the client's discretion and therefore becomes their responsibility.

### Adverse Weather Conditions

As outside caterers Juicy Jackets are experienced in catering in adverse weather conditions and possess adequate equipment to carry out their agreed obligations. However, if weather conditions prevent this from being possible then Juicy Jackets will provide the client with a full refund. This will only be at the discretion of Juicy Jackets who can only make such a decision in these extreme circumstances.

The client's decision to cancel will result in a cancellation charge being made (see above).

### Venue and Equipment

It is the client's responsibility to ensure that Juicy Jackets have full approval from the venue or site owners/ management to set up and perform catering duties. It is also the client's responsibility to ensure that they are familiar with the dimensions of the equipment to ensure that there is sufficient access at the venue.

Size dimensions are shown on the website alongside illustrations to support this. Clients with any concerns should contact [enquiries@juicyjackets.co.uk](mailto:enquiries@juicyjackets.co.uk) prior to the event to make arrangements. A cancellation fee will be payable if Juicy Jackets are unable to set up as a result of the above criteria not being adhered to.

### Food Safety

Food is prepared and handled only by staff employed by Juicy Jackets. No outside party is permitted to prepare or provide food, equipment or related items unless previously agreed with management.

Any food deemed unsuitable for consumption by Juicy Jackets staff will be disposed of after the service period. No food left over after the agreed period is to be consumed when Juicy Jackets are off-site for food safety reasons and insurance purposes.

Please speak to a member of staff if you are unsure of these policies prior to booking. Only food served on site by authorised staff during this service period is permitted.

### Disclosure of Information

Your personal information will never be disclosed to third parties. Information that you provide by filling in forms on our site [www.juicyjackets.co.uk](http://www.juicyjackets.co.uk) (our site). This includes information provided at the time of registering to use our site, subscribing to our service or requesting further services.

We may also ask you for information when you report a problem with our site. If you contact us, we may keep a record of that correspondence. We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

Details of your visits to our site including, but not limited to, traffic data, location data, weblogs, operating system, browser usage and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

Trademarks [www.juicyjackets.co.uk](http://www.juicyjackets.co.uk) is a UK registered trade mark of JUICY JACKETS Any queries regarding our terms and conditions can be sent to [enquiries@juicyjackets.co.uk](mailto:enquiries@juicyjackets.co.uk)

