

Terms & Conditions

Last updated: January 2026

By accessing our website or engaging our services, you agree to the following terms.

Quotes & Bookings

- All quotes are valid for 14 days unless stated otherwise.
- A booking is confirmed once a deposit is received and written confirmation is issued.
- Final guest numbers and menu selections must be confirmed no later than 7 days prior to the event.

Payments

- A non-refundable deposit is required to secure your date.
- The remaining balance is due 14 days prior to the event unless otherwise agreed.
- Late payments may result in cancellation of services.

Changes & Variations

- Changes to menus, guest numbers, or event details must be submitted in writing no later than 14 days prior to the event.
- Increases in guest numbers may incur additional charges.
- Reductions in numbers after the confirmation deadline or on the day of the event will not reduce the final invoice.

Event Conditions

- The client is responsible for ensuring suitable access, power, water, and working space where required.
- Delays caused by venue restrictions, access issues, or client changes may impact service delivery.
- We reserve the right to modify service where safety, venue, or weather conditions require.

Behaviour & Conduct

We maintain a zero-tolerance policy toward abusive, aggressive, or inappropriate behaviour toward our staff.

This includes, but is not limited to:

- Verbal abuse, threats, or harassment
- Sexual harassment, sexual abuse, or unwanted physical contact
- Intimidation or discriminatory behaviour
- Unsafe conduct involving alcohol or guests

If any client, guest, or third party behaves in a way that compromises the safety, wellbeing, or dignity of our team, we reserve the right to:

- Suspend service temporarily, or
- Withdraw our services entirely from the event

In such circumstances, no refunds will be issued.

Damage & Loss

- The client is responsible for any loss or damage to our equipment caused by guests or third parties.
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Force Majeure

- We are not liable for failure to perform services due to events beyond our control, including but not limited to natural disasters, government restrictions, or venue closures.