



Sugar Sweet Terms & Conditions



Hire

Our Sweet Cart & Table top can be hired as part of a full package including jars, scoops and sweets or as a stand-alone package with no sweets, no jars or scoops.

If the Sweet Cart or Table Top are hired as stand-alone packages, Sugar Sweet take no responsibility for jars or sweets provided by any other party.

If the Sweet Cart or Table Top are hired with sweets, you are not permitted to add your own sweets to the sweets provided by Sugar Sweet. This is for insurance and product traceability reasons.

Any sweets left over at the end of the event remain your property and can be taken away to enjoy at your own leisure. We will supply one small takeaway box per sweet variety for you to empty the sweets into for your convenience.

We will endeavour to supply all sweets as requested at booking. If for some reason we are unable to source a specified sweet choice, we will get in contact to gain instruction for a suitable replacement.

Under no circumstance can any additional decoration be added to our Sweet Cart or Table Top. All decorations will be agreed up to one week in advance of the event. If you have decoration you would like us to use on the Sweet Cart or Table Top, we will be happy to try and incorporate these as part of the displays. These decorations would need to be supplied no later than one week before the event.

Sugar Sweet reserves the right to remove our Sweet Cart or Table Top from any event before the end of the hire period if we deem that our items are being mistreated, damaged or if un-safe behaviour is taking place. We will also not tolerate any abuse to any of our staff.

Children using the Sweet Cart or Table Top must be supervised at all times.

As the hirer of our products, it is and remains your responsibility to ensure that any package purchased from Sugar Sweet fits into your venue.

In order to keep our gallery up to date on our website, Sugar Sweet would like to take pictures of our displays in different venues. Please let us know at the time of booking, if this is something you do not want us to do at your venue.

Allergens/Dietary requirements

Upon request we can supply details of ingredients for any sweets selected. Vegetarian and vegan sweets will be clearly marked on the displays.

Sugar Sweet has various suppliers. Due to the severity of some nut allergies, it is with regret that due to cross contamination within sweet factories, Sugar Sweet is unable to guarantee that the products supplied have not come into contact with nuts or nut derivatives. Any sweets provided by Sugar Sweet that contain nuts will be clearly labelled and stored away from other products. Hygiene gloves are worn at all times and are changed when handling sweets containing nuts. Please be aware that once Sugar Sweet has set up and left the venue, sweets may become cross contaminated with those that contain nuts buy other guests, for this Sugar Sweet will not be held responsible.

Insurance

Sugar Sweet Hire Limited holds full Public Liability Insurance. A copy of our insurance policy is available upon request.



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Booking/Deposit

Sugar Sweet asks for a £50 damage deposit for any packages booked more than six weeks before the event date. This deposit secures the booking and is non-refundable.

Full payment of the package is then required six weeks before the event date.

If your booking is less than 6 weeks away then Sugar Sweet requires full payment at time of booking as well as payment of the £50 damage deposit.

Sugar Sweet will hold a requested date for one week. After this time if no deposit/package payment (dependant on event date) has been paid then the date will be released at our discretion.

Upon the satisfactory collection of our property at the end of the hire period, the £50 damage deposit will be transferred straight back to your nominated bank account the next day. If a cheque is preferred then this can be arranged.

In the unfortunate event that any item belonging to Sugar Sweet is misplaced or damaged during the event, the cost to replace this item will be taken from the £50 damage deposit. All damaged items remain the property of Sugar Sweet.

Sugar Sweet take no responsibility for any injury resulting from damaged property.

Payment

We accept payment in the way of cash, Paypal or bank transfer.

If Sugar Sweet have not received full funds six weeks before your booking, then we reserve the right to withdraw acceptance of your order.

No delivery will be made without full payment being received.

No refunds or credits will be issued for any returned or unused stock.

Cancellation fees

- More than six weeks prior to the event booking – £50 damage deposit will be retained.
- Less than six weeks prior to the event booking – the greater of either the £50 deposit or 50% of the package booked will be retained.
- Less than four weeks prior to the event booking – the greater of either the £50 deposit or 75% of the package booked will be retained.
- Less than two weeks prior to the event booking – 100% of the package cost will be retained.

Anyone wishing to cancel is encouraged to contact Sugar Sweet immediately in writing. A confirmation of any cancellation will be sent out straight away but Sugar Sweet.

Delivery / Collection

There is an additional £1 per mile charge (to a maximum of £25) for any venues outside of a 15 mile radius of the ME7 postcode.

Sugar Sweet will deliver and set up your package to the venue of your choice, at a time specified by yourself or the venue. Once the Sweet Cart or Table Top are set up at the location they cannot be then moved by anyone other than employees of Sugar Sweet.



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Complaints

In the unlikely and unfortunate event that Sugar Sweet is responsible for anything that causes dissatisfaction on your part, please inform us in writing within five days of your event taking place. We reserve the right to refuse compensation with any complaint received after this period.

Liabilities

In no circumstance shall our liability to you exceed the value of the contract. Sugar Sweet or any representative shall not be liable for any damages/injury/loss or any other damage incurred in respect of the hire agreement, as a result of any damage to the item(s) the customer shall satisfy themselves of the suitability/condition/placement of the equipment upon receipt.

In no event is Sugar Sweet liable to you for any damages resulting from or relating to any failure or delay to provide our service under this agreement if such delays are due to strikes, weather, fire, riots, theft, terrorism or any other causes beyond our control. Such failure or delay shall not constitute a default in this agreement.

Agreement

Placing an order with Sugar Sweet confirms that you have read, understood and agreed to these terms and conditions. Therefore, please make sure you have read all these terms and conditions carefully. No alterations to these terms and conditions can be made unless agreed to in writing. If you are unsure of any of the terms and conditions stated please contact us and we will endeavour to clarify anything for you.

By booking and making a payment of any kind you are agreeing to the above stated terms and conditions.