

CeeZee's Booking Policy

At CeeZee's, we strive to make your event extra special with our dessert cart services, including candy floss, popcorn, pancakes, sweets, and waffle sticks and more. Please read our booking policy carefully before making a booking.

1. Booking & Payment

- A **non-refundable deposit of 50% (unless otherwise stated)** is required to secure your booking. The remaining balance must be paid six weeks before the event. The Deposit covers any administration costs and secures the services of CeeZee's. The Deposit is non-refundable. Bookings are made on a strictly first come, first served basis and dates will only be secured upon receipt of the Deposit and Booking Form.
- All bookings are subject to availability. Following payment of the deposit, the balance of the Hire Charge must be paid in advance of the Hire Term (usually six weeks prior to the event). Details of your payment due date will be listed on your invoice; you will be prompted via email to pay the balance by the due date. Failure to pay the balance by the due date will result in the cancellation of your booking with no refunds given. Payment for additional services, products or extra are due at the time of booking.
- **Last-minute bookings (less than six weeks before the event) must be paid in full at the time of booking.**

2. Cancellation & Refunds

- All notice of cancellations must be made in writing, A cancellation fee will be payable calculated based upon the period of notice you have given us.

Cancellation fees are as follows:

More than Eight weeks before the Hire Period commences: £50

60 days or less (but more than 30 days) before the Hire Period commences: 25% of the total hire charge.

30 days or less (but more than 20 days) before the Hire Period commences: 60% of the total Hire Charge.

20 days or less before the Hire Period commences: 100% of the total Hire Charge

The deposit amount remains non- refundable.

In the event that you cancel your booking and have already paid part or all of your final balance, the Booking Fee and the applicable cancellation fee will be retained by us, any remaining part of the paid balance will be refunded to you within 30 days of receipt of your cancellation notice.

In case of unforeseen circumstances on our end, we will offer a reschedule or full refund.

- CeeZee's reserves the right to cancel
- You are not entitled to a refund of any part of the Hire Charge where the Hire Period has ended early due to any equipment being damaged, lost or stolen during the Hire Period or any breach by you of our terms and conditions.

At your option and provided you give us more than 60 days notice of cancellation, you may cancel the booking and request that the Booking Fee is transferred to an alternative booking, providing we are available. In such cases the cancellation fee shall be £50.

We reserve the right to cancel your booking without liability to you and without any obligation to refund your deposit if:

You do not pay us the balance of your Hire Charge by the date due for such payment. We have reasonable grounds to believe that you may not pay us the balance of your Hire Charge by the due date and we have requested you to explain the position and you have not done so satisfactorily.

We discover, before you have paid the balance of your Hire Charge, that you have deliberately concealed information, or deliberately given us incorrect information, about your booking in circumstances where (if you had not done so) it would have been reasonably foreseeable that we would not have accepted your booking.

2.3.5 If we cancel your booking under any of the circumstances above, the cancellation fees set out in the table above shall apply.

2.3.6 We may under exceptional circumstances, at our discretion cancel your booking anytime up to 30 days before the hire date by providing written notice and a full refund of all monies paid, plus a goodwill gesture of £50. Prior to exercising this condition, we will endeavor to find an appropriate alternative service for your event.

3. Rescheduling

- You may request a date change up to **60 days** before the event, subject to availability.
- If the new date is unavailable, our cancellation policy applies.

4. Insurance & Liability

- CeeZee's holds **£10 million public liability insurance** for all events.
- If your venue requires a higher level of insurance, an additional fee of **£25** will apply to cover the upgrade.
- CeeZee's is not responsible for any injuries, allergies, or damages once the treats are served.
- It is the client's responsibility to inform us of any dietary requirements or allergies in advance.

5. Travel, Parking & Additional Charges

- **We are based in South London and offer a fee-free travel radius within the M25.** Beyond this, we charge **£0.40p per mile**.
- **Please inform us if your event is within the London Congestion Charge zone** and ensure adequate parking is available on-site, If parking is not provided additional charges will apply. Any congestion charges or toll charges will be added as an additional fee.
- **The client is responsible for arranging parking for our vehicle and cart setup.** If parking costs apply, these must be covered by the client, or an additional charge will be added to the final invoice.
- Extra charges may apply for additional service time or last-minute requests.

6. Event Requirements

- Adequate space and access to **power supply (if required)** must be provided.
- If the event is outdoors, suitable cover must be arranged in case of bad weather.

- Any permits or venue permissions are the client's responsibility.

By booking with CeeZee's, you agree to these terms. We look forward to bringing sweet treats to your event!