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## Terms and Conditions

### General Terms

Your rental purchase and use of products and services from *Les Chocolatiers* is governed by the terms and conditions set out below.

### Prices and Payment

*Les Chocolatiers* cannot accept your order until a 25% deposit has been paid from the required booking package, unless otherwise agreed. Upon payment a booking form will be completed with it, this can be downloaded from our website or you will receive it in the mail prior to payment. Once completed and signed the booking form will create a legally binding contract between you and us. We reserve the right not to supply you at our discretion. All goods, whether delivered or not, remain the property of *Les Chocolatiers*.

Payment in full must be received not later than 14 days before the commencement of your event.

### Your right to cancel your order

You may cancel your order within 14 days of making your booking. If you wish to cancel your order this can be done by phoning one of the following numbers, Office No 01202 427053, mobiles 077 0647 7834 / 077 6102 6830 or in writing to our office. If you cancel your order after 14 days of making your booking, you will not receive your deposit. If a cancellation is made within 1 month of your event, you will still be liable to pay the full amount for your booking. It is the hirer's responsibility to ensure that the venue or contractor accepts chocolate fountains, champagne fountains and will provide us with such space as to fit our table or tables and a power supply nearby. The hirer must ensure the pace of venue is totally aware that any accidental spillage by guests throughout the booking at the venue is not the responsibility of *Les Chocolatiers* and is deemed fully responsible to the Venue and Hirer.

The hirer agrees if the scheduled venue is outside, and due to unforeseen circumstances conditions change, i.e. the weather, the hirer will find another position under shelter or indoors so that *Les Chocolatiers* can continue.

The hirer agrees that any damage to *Les Chocolatiers* equipment caused by violence or overzealous behaviour at the function shall be repaired / replaced at the hirer's expense, and that any costs of necessary hire to cover subsequent functions for a period not exceeding 7 days shall be borne by the hirer.

It is the hirer's responsibility to ensure adequate facilities are available for the unloading, loading and parking at the venue. Any charges incurred are the responsibility of the hirer.

### General

We shall not be liable to you where performance of any of our obligations to you is prevented, frustrated or impeded by reasons by act of god, war or other hostilities, civil commotion, accidents, strikes, lock outs, trade disputes, acts or restraints of Government imposition or restrictions of imports or exports or any other cause not within reasonable control of *Les Chocolatiers*. If any part of these terms and conditions is found to be unenforceable as a matter of law all other parts of these terms and conditions shall not be affected and shall remain in force. To the extent permitted by law *Les Chocolatiers* accept no liability for any loss damage or injury arising as a consequence of the advice provided. These terms and conditions and any contract between us shall be governed by and constructed in accordance with English law and the English courts shall have jurisdiction over any dispute between you and us.

### The service we provide

The service provided to you in accordance with this contract is described in our leaflets and on our websites. We reserve the right to change the dips or chocolate provided at any point in time due to circumstances beyond our control. The hiring of the champagne fountain is solely dry hire. We reserve the right to cancel the contract at any point in time should we foresee any problems relating to the supply of the goods or services. We will always endeavour to contact you at the earliest point in time should there be any need to cancel the contract or amend any contents therein. Any theft or damages to our equipment at the location of the booking will be liable to you. Under extreme circumstances, we may find it necessary to provide a third party to supply the service and we retain our rights herein. We reserve the right to withdraw our service at any time during the event as a result of unhygienic contamination of chocolate due to disorderly or criminal behaviour of any third parties that we feel may pose a risk to other third parties and our staff.

*Les Chocolatiers* will help you create... a lasting impression

Les Chocolatiers Ltd. Is a Company Registered in England and Wales. Reg. No. 05693869  
Registered Office The Saxon Centre, 11 Bargate, Christchurch, Dorset, BH23 1PZ

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