



TERMS & CONDITIONS

CAROLINE'S LTD – CAROLINE'S TEA BUS

BUS HIRE WITH AFTERNOON TEA

IN THESE TERMS AND CONDITIONS THESE THE FOLLOWING WORDS AND PHRASES WILL HAVE THESE MEANINGS.

The 'COMPANY' is Caroline's Ltd.

The 'CUSTOMER' refers to the person who has made the booking reservation and/or anyone in their party.

The 'HIRE PERIOD' is the duration of the booked event.

The 'HIRE RATE' is the cost to hire Caroline's Tea Bus and any equipment belonging to Caroline's Ltd.

BOOKINGS

- The Hire Contract and booking confirmation is only for the time and date stated on booking confirmation.
- The Company requires a 50% down payment of the total invoice cost at the time of booking to ensure the reservation and to secure the event date. This is non-refundable.
- Booking is not confirmed until deposit is paid to the Company and received.
- 14 days prior to the booking, the Hirer is required to pay the full payment.
- If you book within 14 days of your event, the Company will require full payment at the time of booking.
- The Company reserve the right to vary the Hire Rate in the event of increase in the cost of labour, materials or transport.
- Where possible the Company will look at moving your booking to another date if you need to cancel. Please see cancellations for further information.
- If the Hirer has mobility concerns, they should contact Caroline's Ltd prior to booking to ensure suitable provision can be provided.
- The Company reserve the right to cancel or suspend services as deemed necessary and without issuing advanced notice. Please be aware that Caroline's Tea Bus is a moving vehicle and as such whilst we try our up-most to maintain the bus to the highest standard, on occasion the bus may encounter mechanical problems. In the event of a breakdown, we will attempt to fix the problem. If the bus cannot be fixed, we have the right to cancel your booking. We will offer you an alternate date for your booking subject to availability, or offer a full refund. A free afternoon tea for 2 on the bus will be offered in compensation for last minute cancellations.
- All allergy and dietary requirements must be submitted to the Company at the point of booking.
- It is not the policy of Caroline's Ltd to discriminate in any way against employees or passengers regarding disability, gender, race, sexual orientation or religious beliefs.

BUS RULES

- Caroline's Ltd take no responsibility for items left on the bus, personal items are carried at the owner's risk and Caroline's Ltd can take no responsibility for items damaged or lost.
- Smoking / vaping is not permitted on Caroline's Tea Bus.
- If you feel unwell prior 24 hours to embarking, or are unwell during your visit, please inform Caroline's Ltd immediately.



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- If you experience sickness or diarrhoea symptoms you are required to leave a 48-hour time period from the last symptoms before embarking the bus.
- Caroline's Ltd reserves the right to refuse entry to intoxicated persons. In such instances tickets will not be refunded.
- Caroline's Ltd will not tolerate in any way abusive or threatening behaviour to staff. In such instances, customers will be requested to leave. Tickets will not be refunded.
- Caroline's Ltd asks that passengers are mindful of others and anyone behaving in a disruptive manner will be asked to disembark, in case of refusal, authority will be called.
- No personal food can be brought inside the bus premises.
- Risk assessments for trips, falls, injuries have been carried out. Caroline's Ltd cannot be held responsible for injuries sustained during your time with us. Bus rules must be obeyed at all times to avoid injury.
- Caroline's Ltd is not responsible for any damage caused by the infringement of the rules.

ADDITIONAL INFORMATION

- Please note there are no toilets onboard Caroline's Tea Bus.
- Due to the age and design of the bus we cannot accommodate wheelchair passengers. We have a small storage area to store a fully collapsible wheelchair, if the passenger can transfer to a seat downstairs.
- Caroline's Ltd accepts all major credit and debit cards.
- We do our best to cater to all disclosed allergy requirements at the time of booking. Caroline's Ltd cannot guarantee there is no cross-contamination.
- We do not have a first aider on board, we can only provide basic first aid. In the event of an emergency the emergency services will be called.
- Caroline's Ltd cannot sell alcoholic beverages, however customers ARE permitted to bring their own alcohol for events.

EQUIPMENT

- All equipment remains the property of the Company, Caroline's Ltd.
- Any damages/loss that occurs during the Hire Period will be charged to the establishment, the establishment will be charged the replacement cost per item. A full list of charges are available on request, including but not limited to; chair covers, tables, cups, saucers, cake stands, teapots.
- Caroline's Ltd accepts no responsibility for any loss or injury caused by the use of any of the equipment.
- All prices are subject to the current rate of VAT.

CANCELLATIONS

- Please note 50% of all bookings are non-refundable. This 50% is the deposit.
- If the Customer must postpone or change the event date, Caroline's Ltd will make every effort to accommodate the postponement or change and transfer the deposit to the new date, however,



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where this is not possible, any payments received towards the final balance in addition to the deposit will be refunded as follows...

- 14 days or more prior to event – 100% of remaining balance.
 - Up to 10 days prior to event – 50% of remaining balance.
 - Up to 5 days prior to event – 25% of remaining balance.
 - Up to 48hrs prior to event – no refund
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- The Company will NOT be held liable for any circumstances out of our control which result in postponement or cancellation.
 - All cancellations must be confirmed in writing.

SUPERVISION OF EQUIPMENT

- The Customer agrees that The Company or its representatives reserve the right to remain on site 24 hours a day to oversee the Equipment at all times.
- The Customer shall permit any person authorised by The Company at all reasonable times to enter upon the premises upon which the equipment is for the time being placed or kept for the purpose of inspecting and examining the condition of the equipment.

REPAIRS

- The Customer shall not interfere with or adjust the Equipment in any way whatsoever and will not under any circumstances give any instructions for any repair to the Equipment or for the replacement of any parts unless such spares have been provided to it by the Company for that purpose and the Customer shall immediately inform the Company in writing which so far as it is able shall repair or replace the Equipment.
- If during The Hire Period the Company decides that urgent repairs to the Equipment are necessary it may arrange for such repairs to be carried out on site or at any location of its nomination. In the event that the Company removes the Equipment for such purposes, the Company shall replace the Equipment with similar Equipment if available where possible.

SITE CONDITIONS

- The site must be firm level ground with easy access for tall and heavy motor transport, without the need for towing. The Customer agrees that any damage caused to the bus due to unsuitable site conditions is the responsibility of the Customer and all costs incurred for repair of the bus will be met in full by the Customer.
- The Customer must ensure that there is suitable parking, access and space for the bus at the requested venue. Space required- a minimum turning circle of **21.5 feet**, which is required to clear the curb. At its tightest turning angle, the rear overhang of the back bumper extends out to **43.3 feet**. The height of the bus is **14.6 feet**, the length is **32.8 feet** and the width is **8.32 feet**. It is the responsibility of the Customer to inform the Company of the venue dimensions and to confirm whether it is suitable for the bus to park. Caroline's Ltd has the right to cancel an event on arrival if there is not suitable space for the bus to safely access, turn and park. The Customer will lose any money paid to the Company in this instance.
- That (if appropriate) the Customer shall provide to the Company a plan showing the position for and parking of Caroline's Bus or shall have a representative on site for that purpose but



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in the absence of such plan or a representative the Company shall access and park Caroline's Bus where it thinks appropriate.

- If the site is on grass it should be mown and free draining. The hire charge does not include making any alterations to the site and the Company will not be held responsible for any delay due to unsuitable site conditions.
- The Customer will inform the Company of any concealed pipes, cables or drains located under the site, and provide a plan if necessary. The Company will not be held responsible for any damage or loss resulting from disturbance of any underground utility of which it has not been informed of in writing.
- That the Customer has produced the provision of an earthed supply of electric if necessary.
- The Hire Charge does not include any making good or repair of damage to the site.

DISPLAY/ PROMOTION BY CAROLINE'S LTD

- It is agreed that Caroline's Ltd may display and use videos and photographs from the event for their website, internet promotion, and any other relevant purposes. All videos and photographs are subject to be posted on all social networking sites for promotional purposes only. The Customer is responsible for advising Caroline's Ltd of any photos or videos they do not wish to be publicised.

DATA PROTECTION

The following is a broad description of the way Caroline's Ltd processes personal information...

- All information gained from the Customer will never be given to any third parties for marketing purposes; Caroline's Ltd is responsible for all online transactions. *Please note: Information will be stored through our website supplier -Wix.
- Where this is necessary, we are required to comply with all aspects of the General Data Protection Act (GDPA).
- We process personal information to enable us, to maintain our accounts and records and to support and manage our resources. We also process information on the lawful basis of creating contracts. Examples might include providing quotes, as well as bookings and payment processes
- We will securely retain your information for up to six years after your booking, for reference and analytical purposes as well as tax purposes. Under the General Data Protection Act 2018, you have rights as an individual which you can exercise in relation to the information we hold about you, including the right to access your data, have any amendments made, have your data removed from our records and, where necessary, complain to the ICO if you think there is a problem with the way we are handling your data.

SAFETY

- If Caroline's Ltd deems the event to be unsafe, the Company reserves the right to halt all services. If the Customer or additional parties cause the event to become unsafe, then the Customer will pay any fees associated with this.

By accepting your quote you are agreeing to the Terms & Conditions set out in this document.