

TERMS & CONDITIONS

Last Updated 03/04/2021



EVENT SERVICES

EQUIPMENT HIRE

All goods supplied and hired from SugaRush Bar Ltd. will remain the property of SugaRush Bar Ltd. The Hirer is the person named on the booking. The Hirer takes responsibility for the goods under these terms and conditions. By accepting these Terms and Conditions, the Hirer understands that all the hire items are their responsibility throughout the duration of the hire and should ensure that all equipment is secure and safe when using.

The customer agrees to properly follow the operating and service instructions and to have the equipment operated only by persons with the required knowledge and skill.

Any cost or damage caused by improper treatment of the hire equipment, shall be reimbursed in full by the customer.

The customer shall be liable for its own acts of wilful intent and negligence, and for any acts of wilful intent and negligence of its employees or any other third party whose presence in the operating area of the hire equipment is attributable to the customer.

The customer shall neither be entitled to perform irreversible modifications to the hire equipment including, in particular, attachments and internal, nor to remove the labels on the rental equipment without our previous consent.

The customer shall neither be entitled to grant any rights in the rental equipment, nor to assign any rights arising out of this contract, to any third party.

DAMAGES

The hirer will pay for any non-returned, damaged or broken items. If any damage is noted, a further invoice will be issued to cover the balance, which will require immediate payment in full from the Hirer.

PAYMENT

All goods hired and services will require 50% of the total invoice at the time of booking to secure the booking. The remaining balance is required to be paid two weeks prior of the event. If the booking is 2 weeks before or closer to the event, full payment is required to secure the booking. Please note a surcharge may be added for late bookings depending on the services that are required. This is because special deliveries would need to be made which cost more for supplies to arrive in time for the event. If the balance payment is not received in this timeframe we reserve the right to withdraw the quote detailed on the invoice and not provide the services agreed, without receipt of the balance. If you wish to arrange an extended hire, please arrange prior to the event to check we have the availability to extend the goods. Unauthorised extensions will be charged a penalty.

CANCELLATION

Where you wish to cancel your booking, you must do so by sending an email to info@sugarush.co.uk as soon as possible. If SugaRush Bar Ltd. cancel the booking due to extreme circumstances, we will return your deposit in full. If payment is not received in the timeframe given on the invoice we reserve the right to cancel the booking. If you, the Hirer make a cancellation, our cancellation fee will apply. All booking cancellations are subject to the following charges:

1. 25% or £100 non-refundable cancellation fee (whichever sum is highest) once the booking is confirmed, and if the cancellation is received over 6 weeks in advance of the event date.
2. 100% of the invoice is due if the cancellation is received less than 4 weeks in advance of the event date.

DELIVERY AND COLLECTION FEE

SugaRush Bar Ltd, offer free delivery and collection of hire equipment within a 3 mile radius. Outside of this is an extra charge for mileage. If collection is after 11pm, late night collection fees are applied. Extra fees are applied for collections and delivery on New Year's Day, Christmas Day and Easter.

DISPLAY AND MARKETING

The Client hereby gives permission for SugaRush Bar Ltd. to display any images and video included in this contract in SugaRush Bar Ltd. marketing material, including case studies, literature, exhibitions, advertising, social media, competitions, magazines and on websites. No use of any of the images will be used for other commercial reasons.

ALLERGENS

We ask that you please read and consider all allergen information or contact info@sugarush.co.uk for specific allergen information before confirming a booking, we do not take any responsibility for allergens.

Our ingredients come from factories that may handle other allergens. Whilst we and our ingredients and suppliers do take precautions, we cannot guarantee that any product is free from allergens due to the risk of cross contamination.

GENERAL

SugaRush Bar Ltd. accepts no responsibility for any loss or injury caused by the use of any of the equipment. The Hirer will still be fully responsible for the hired goods even when dealt with by a third party. Any additions or alterations of the terms and conditions of this agreement shall be null and void unless agreed upon in writing by both parties.

DECLARATION

Acceptance of goods and services from us implies that you have accepted our Terms & Conditions.

E-COMMERCE TERMS & CONDITIONS

DELIVERY

All of our boxes are posted using Royal Mail 2nd Class Signed For service. We will endeavour to ship your boxes within 1 working day and Royal Mail aim to deliver within 3 working days. Shipping dates and/or arrival times are only estimates.

SugaRush Bar Ltd. only currently ship within the UK.

You must be 18 years or older to purchase and consume any of our products containing alcohol.

ALLERGENS

If you have an allergy, we ask that you please read and consider all allergen information or contact info@sugarush.co.uk for specific allergen information before placing an order, we do not take any responsibility for allergens.

Our ingredients come from factories that may handle other allergens. Whilst we and our ingredients and suppliers do take precautions, we cannot guarantee that any product is free from allergens due to the risk of cross contamination.

RETURNS POLICY

Thank you for your purchase. We hope you are happy with your purchase. However, if a product is defective or an item is missing or damaged, you may return it to us and we will send you a new item. To request a refund, please contact us at info@sugarush.co.uk. When returning products, it is your responsibility to take reasonable care to see that the products are not damaged in transit and are received by us at our address as displayed below. Refunds are at the sole discretion of SugaRush Bar Ltd.

Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within 14 days of the delivery date. All returned items must be in new and unused condition, with all original labels attached. Please note, all edible products are non-refundable and a replacement item will be sent if the item is defected or damaged.

RETURN PROCESS

To return an item, place the item securely in its original packaging and mail your return to the following address:

SugaRush Bar Ltd.
130 Old Street
London
EC1V 9BD

After receiving your return and inspecting the condition of your item, we will process your refund. Please allow at least 30 days from the receipt of your item to process your return.

DECLARATION

Acceptance of goods and services from us implies that you have accepted our Terms & Conditions.