



The Venue Bus

Mundesley
Norfolk NR11
www.thevenuebus.com
thevenuebus@gmail.com
07940 580738

Terms and Conditions of Hire

1. Parties to the Contract:

- 1.1 'Company' means The Venue Bus
- 1.2 'Client' means the individual, company or other legal entity placing an order for services with the 'Company'.

These terms and conditions are applicable to all contracts and form part of a legally binding contract between the 'Company' and the 'Client'.

All booking confirmations made by phone, email or post are also subject to these terms and conditions. The 'Company' accepts no variation of these terms and conditions unless agreed in advance in writing with the 'Company'.

If the items in these terms and conditions are not met we reserve the right to either withdraw our services or make an additional charge to cover our reasonable costs or losses in revenue.

2. Payment/Booking Fee/Cancellation

- 2.1 In order to secure a booking with the 'Company', a booking fee is to be paid. The booking can only be confirmed by receipt of the booking fee payment. The payment should be made by cheque, bank transfer, debit or credit card or cash.
- 2.2 The 'Client' can cancel the contract up to 90 days prior to the event date and the booking fee becomes fully refundable. For cancellations less than 90 days the booking fee is non refundable.
- 2.3 Cancellations must be received in writing or email and will be acknowledged by the 'Company' within 48 hours of receipt.
- 2.4 For cancellations of less than 30 days the 'Company' can demand full payment of the full contract price.
- 2.5 The balance of the contract price becomes payable by the 'Client' 60 days prior to the date of the event.
- 2.6 If full payment of the contract price is not received by the event date, the 'Company' will be unable to provide our services and any prepaid booking fees will not be refunded.
- 2.7 The 'Company' shall not be liable for any delay, loss or cancellation of service arising from contingencies beyond their control.
- 2.8 The 'Company' provides a highly professional service but is not responsible for the success or non success of an event.



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3. Bookings

3.1 All written quotations will be valid for 7 days from date of quotation. The 'Company' cannot guarantee that your date will be available after these 7 days however the 'Company' will provisionally book the date on payment of the booking fee.

3.2 In addition to the booking fee, The 'Company' has a minimum spend per event, to the value of £250 on all bookings.

4. Period of Hire

4.1 The period of hire will be specified on the booking confirmation.

5. Correct Venue Date and Time

5.1 Failure of the 'Client' to provide any of the above may result in delays which will not be the responsibility of the 'Company'. Parking fines incurred due to the lack of adequate parking provision by the 'Client' will be paid immediately by the 'Company' and all associated costs will be passed onto the 'Client'.

5.2 The 'Company' accepts no responsibility for the failure to access or lateness to any event due to reasons including, but not limited to, strikes, terrorists threats or attacks, road closures, demonstrations, severe traffic, vehicle breakdown, accidents, severe weather, public transport delays and cancellations, sudden illness etc. We suggest the 'Client' insures their event against such situations as the 'Client' may still be liable for full payment of the event. However, we as the 'Company' will endeavour to mitigate some situations in advance by completing prior site visits to potential venues.

6. Supply of beverages

6.1 The 'Company' shall be the sole provider of all beverages at the event unless previously agreed in writing. If not agreed in advance, an additional charge may be applied. It will not be permitted for anyone to consume their own drinks at the event. *(The exception to this is wine and water supplied by the caterers and for consumption during the main meal such as a Wedding Breakfast.)* This is a licensing condition for which the 'Company' retain responsibility. The 'Company' reserves the right to confiscate unauthorised drinks or remove them from the premises.

6.2 Arrival drinks arranged by the 'Client' are permitted provided they are for consumption during the pre-meal period. The 'Company' requests they are informed of this in advance of the event as they may be able to provide these as part of the event.

6.3 Table wine and all other table drinks including drinks for toasting arranged by the 'Client' are permitted provided they are for consumption during the meal period. The 'Company' requests they are informed of this in advance of the event as they may be able to provide these as part of the event.

6.4 All glassware at an event will be plastics unless otherwise requested. If glass glassware is required at an event then an additional charge may be payable by the 'Client'. There will be no additional charge for plastic glassware.



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- 6.5 Where glassware has been hired any charges for breakages will be passed on at cost to the 'Client'.
- 6.6 We stock a large range of alcoholic and non alcoholic drinks, however, if one drink selection is favoured we may occasionally run out. If you are aware that your guests require an extensive amount of one type of drink, if this is notified to the 'Company' in advance then stock levels can be increased to accommodate your requirements.

7. Electric power supply

- 7.1 The 'Client' shall ensure a power supply at or within 25m to where the bus is to be located. If this is not possible then please discuss the need for additional hire of a generator.

8. Access to venue

- 8.1 The 'Client' shall ensure sufficient time is available to access the venue prior to the start of the event to unload and prepare equipment and stock. The 'Client' shall also ensure sufficient time between the closing of the bar and having to vacate the venue to enable all goods and equipment to be dismantled, removed and loaded into waiting vehicles.
- 8.2 Space is required for The Venue Bus Bar as she is a 1961 London Routemaster Double Decker Bus. Her dimensions are 27 foot 7 inches long, 8 foot wide and she requires a clearance of 14 foot 6 inches in height. It is the 'Clients' responsibility to ensure the venue has sufficient access for this vehicle. For example, this could include negotiation with the venue owner for the need to have branches from trees removed. Any costs associated with this will be borne by the 'Client'. The 'Company' will endeavour to survey the site prior to the event, however, if we arrive at the venue and there is not sufficient access we may not be able to complete the booking and you may still be liable for the full booking fee.

9. Vehicle parking

- 9.1 A secure parking spot for the 'Company' vehicles should be made available next to the venue access point to ensure availability of additional stock and to facilitate easy loading and unloading.

10. Licensing

The 'Company' will adhere to The Licensing Act 2003. All our staff are instructed to operate within these rules.

- 10.1 The sale of alcohol will be governed by The Licensing Act 2003 and if alcohol is being sold to guests at a venue then this venue must be licensed; this includes marquees, private houses, gardens and buildings. If no such licence exists for the premises then the bar will not be permitted to open. A copy of the licence must be available for inspection upon arrival at the event or be viewed by the 'Company' by prior arrangement.



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- 10.2 If the 'Client' has requested at booking stage the 'Company' obtains a Temporary Event Notice, the acknowledgement of such notice will be carried by the 'Company' and the 'Client' will be charged the cost of this notification which is £21.00 and is payable to the Local Authority.
- 10.3 Timings for sale of alcohol will be subject to approval by the Local Authority.
- 10.4 Off sales will not be permitted unless this has been approved by the Local Authority.
- 10.5 No alcohol will be sold to anyone under the age of 18, or who appears to be so and cannot prove otherwise. If your event includes guests around the age of 18, please ask them to bring ID.
- 10.6 It is an offence to sell or supply or supply alcohol to anyone under the age of 18. If we suspect that anyone is doing so, service to that person will be withdrawn. If we see anyone we know to be underage drinking alcohol that has been purchased from us, the 'Company' reserve the right to confiscate the drink or ask the 'Client' to do so.
- 10.7 We will not serve anyone who is excessively drunk, or who is abusive or threatening to staff or other customers or guests.
- 10.8 The 'Company' reserves the right to close the bar and leave the event at any time, if in their opinion, unruly or troublesome behaviour has arisen and has not been resolved by the 'Client'.

11. Payment for drinks

- 11.1 All drinks are paid for as sold on the night, with the exception of prepaid drinks packages or prepaid free bars. We can offer debit or credit card facilities as long as there is sufficient network coverage and/or Wi-Fi to the area of the event.
- 11.2 We will not run a tab type bar unless monies have been paid prior to the event or a prior agreement has been drawn up.

12. Change of Terms and Conditions

- 12.1 The above terms and conditions are subject to change by review and at the discretion of the 'Company' where the 'Company' has grounds for change and deems it necessary. Any changes will be published on www.thevenuebus.com/terms-and-conditions/

13. Reserved Rights

- 13.1 The 'Company' reserves the right due to any unforeseen circumstances, for example: death, severe illness, road traffic accident, catastrophic engine failure or any other action/event/circumstance beyond the 'Companies' control, to cancel any confirmed bookings with a full written explanation and full return of the booking fee paid.



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14. Law and Jurisdiction

14.1 These terms and conditions are governed by and interpreted according to UK Law. Any dispute arising from these terms and conditions are subject to the exclusive jurisdiction of the UK Courts.

X

Clients Full Name:
Clients Email Address:
Date

X

The Venue Bus - Full Name:
The Venue Bus Email: thevenuebus@gmail.com
Date



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GDPR – Privacy Notice

The Venue Bus is committed to protecting and respecting your privacy. For any personal data you provide for the purposes of your booking, The Venue Bus is responsible for storing and otherwise processing that data in a fair, lawful, secure and transparent way.

What personal data we hold on you:

You may give us information about yourself by filling in our forms at an event or online, completing a booking request form or by corresponding with us by telephone, email or otherwise. The information you give us includes your name, address, email address, telephone/mobile number, event details, date and location, guest numbers and catering requirements.

Why we need your personal data:

The reason we need your data is to be able to administer your booking, and provide the service(s) you require when you book us. Our lawful basis for processing your personal data is that we have a contractual obligation to you as a client to provide the services you are booking us for.

Reasons we need to process your data include:

- Processing of booking forms and payments
- Liaising directly with venues, caterers and suppliers about your booking
- For the purposes of obtaining Temporary Event Notices
- Pre-order table drinks services

Marketing and communications (where separate consent is provided):

You may have consented to receiving information about our services by email. If you wish this to continue you do not have to do anything. If you would prefer not to receive such communication in the future you can click [here](#) to remove your email address from our contacts list. On occasion we may collect personal data from non-clients (e.g. any non-client who fills in a quotation form at a Wedding Fayre or event). This information will be stored for eight weeks after an event and then destroyed securely.

The Venue Bus has the following social media platforms - Facebook, WhatsApp, Twitter and Instagram. Anyone is free to join these sites. If you join one of these sites, please note that these site providers have their own privacy policies and The Venue Bus does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data on our social media pages.

Who we share your personal data with:

The Venue Bus does not supply any personal data it holds to any other third party.

How long we hold your personal data:

The Venue Bus will hold your personal data on file for as long as you are a client with us. Returning clients data is updated on every booking request form. Any personal data we hold on you will be securely destroyed after three years of inactivity on your client account. Your data is not processed for any further purposes other than those detailed in your booking.

Your rights regarding your personal data:

As a data subject you may have the right at any time to request access to, rectification or erasure of your personal data; to restrict or object to certain kinds of processing of your personal data, including direct marketing; to the portability of your personal data and to complain to the UK's data protection supervisory authority, the Information Commissioners Office about the processing of your personal data. As a data subject you are not obliged to share your personal data with The Venue Bus. However, if you choose not to share your personal data with us we may not be able to administer your booking.

For further information you can contact us at thevenuebus@gmail.com