

Terms and Conditions

Payment

A non-refundable deposit of £100 will be required within 7 days by Chocolate Nirvana on acceptance of the booking.

If the event is being held less than 4 weeks before the date of booking, the full amount will be due on acceptance of the booking made to Chocolate Nirvana

Balance Payments

The customer will be invoiced and the balance must be paid no less than 21 days before the event.

Cancellation or Variations by the Client

Any Cancellation must be made by the client and must be in writing to Chocolate Nirvana. Any such notices must be made by the booking organisers.

If cancellation is made 3 weeks prior to the event 50% of the total amount will be required.

Less than 2 weeks no refund will be made except in exceptional circumstances.

Request to Variation of booking

This must be made by the booking organiser to Chocolate Nirvana no less than 48 Hours before the event

Denial of Service

Chocolate Nirvana and it's team reserve the right to refuse service to any person in their opinion who interferes or is likely to interfere with any of the equipment or running of the service, or that verbally or physically abuses any member of the Chocolate Nirvana Team.

If at any point during the event Chocolate Nirvana equipment or Team Members are verbally or physically threatened the service will stop immediately.

Chocolate Nirvana reserves the right in these circumstances if thought necessary to involve the police and solicitors.

Damage to the equipment will be reclaimed on production of bill of costs and must be paid within 14 days of receipt.

Failure of Equipment

In the extremely unlikely case of the fountain failing during an event, Chocolate Nirvana will refund a proportion of the balance paid, not including deposit, in relation to the amount of time left to run at the event

However if the fountain is unable to work due to a power failure or external issue at the venue no refund will be made by Chocolate Nirvana.

Food Allergies

Chocolate Nirvana cannot guarantee that the chocolate and dipping items have not been in contact with nuts

Liability of Chocolate Nirvana

Chocolate Nirvana does not accept any liability for non completion of any service or delays arising from traffic disruption, adverse weather conditions, riot, lockouts or flooding affecting any trade with which Chocolate Nirvana is concerned, as well as Loss,damage or cancellation due to fire flood or any circumstances beyond their control.