

THE PROSECCO VAN

EST. 2017

Terms & Conditions

When booking an event with The Prosecco Van, it shall be deemed to be an acknowledgement and acceptance of our **Terms and Conditions**.

Booking Form

A completed booking form and deposit are required to confirm your booking with The Prosecco Van. If either is not received, TPV reserves the right to release the date of the event.

Deposits and Cancellations

All bookings are subject to a 20% deposit. The deposit secures the booking, staff, Van or product and associated services required for the event.

The deposit can be paid via direct deposit or credit card (MasterCard, Visa & Amex have a 2.2% surcharge surcharge). The booking deposit is strictly non-refundable. If the client cancels a function within 14 days of the event date, the full balance of the event is due.

Travel

If your event is outside of 30km from Melbourne CBD, travel is calculated in your quote. Should the event be relocated after booking, the cost of your booking may increase.

Confirmation of Details

If the number of guests originally quoted on is reduced, then the quoted price may become invalid or be at a higher cost. All details in the above form and final payment are due 14 days prior to the event. After this date, reductions of guest numbers are not permitted. Date transfers are based on availability and will incur a \$100 transfer fee.

Additional Guests

TPV staff will conduct a headcount during each event. If it is discovered that additional guests are present at the event, TPV reserves the right to use the bond or credit card details to cover the cost of the additional guests at a rate which may be higher than if booked in prior to your event.

THE PROSECCO VAN

EST. 2017

Lost or Broken Glassware and Equipment

Any lost or broken glassware will be charged at \$4.40 per glass, unless the glassware was broken by TPV staff. If the client finds glassware after the event and arranges its safe delivery to TPV within 5 business days from the event date, no breakage fee will apply to the returned glassware.

Any lost or broken equipment or alcohol will be charged from the bond at a reasonable amount, unless the equipment or alcohol was lost or broken by TPV staff. If the client finds equipment or alcohol after the event and arranges its safe delivery to TPV, no breakage fee will apply to the returned stock.

The client is responsible for arranging any necessary measures to protect their property against the operation of TPV services. Whilst all care is taken, TPV takes no responsibility for any damage caused in the set-up, operation and pack up of services and equipment. TPV does not hold responsibility for any damage caused to the clients' floors, doors or any other fixtures.

Responsible Service of Alcohol

TPV is committed to the responsible service of alcohol. It is illegal to serve alcohol to a person who is intoxicated or a person who may attempt to drive a vehicle. TPV reserves the right to refuse service to any such person. It is illegal to serve alcohol to a person who is under the age of eighteen. TPV reserves the right to request valid age identification and to refuse service to a person who does not comply.

Safety, Violence and Theft

TPV staff reserve the right to take all stock and equipment and leave an event at any time, if they believe there is a possibility of theft, violence or any other threat to their safety or the safety of TPV stock and equipment. If this occurs, no payment or deposit is refundable.

Post Event Expenses

TPV requires either a valid credit card number or 20% of the total cost of an event to be held as a bond. A client will always be notified if an expense is to be paid from the bond. A bond will only ever be used to pay a valid post event expense. Post event expenses include, but are not limited to, lost/broken glassware, additional services and additional guests.

THE PROSECCO VAN

EST. 2017

Cash Bar or Consumption Packages only

For "Cash Bars" Bar tabs or consumption bars a minimum spend may be imposed on the event. If the minimum spend is not put through the bar on the night, the client will be liable to TPV for the difference and TPV reserves the right to use the clients bond to cover the shortfall. Attendees may not bring their own drinks or alcohol to a cash bar or consumption event as it is a violation of liquor licensing laws and will incur additional charges. If the event is closed-down early for any reason, the client is still liable to TPV for the minimum spend. This does not apply to pay per guest packages. If the full bar tab amount is not used in its entirety during the clients event the remainder is not refunded to the client post event, and no alcohol will be left at the clients event to cover the remainder.