

# Cancellation policy

DEPOSITS • CANCELLATIONS • DATE CHANGES • BOOKING PAYMENTS

Version 2.0

## 1 Booking and payment

Your booking total is the agreed price of the services and charges shown in your written quote or booking confirmation.

A 25% booking deposit is required to confirm your booking and reserve the event date. The booking is not secured until the deposit has been received in cleared funds.

The remaining 75% balance must be paid no later than 14 calendar days before the scheduled event start time. If a booking is confirmed 14 calendar days or fewer before the event, the full booking total is due immediately to secure the booking. All payments count towards the booking total.

## 2 Cancelling your event

More than 14 calendar days before the event: the 25% booking deposit may be retained, subject to the fair-charges provisions below.

14 calendar days or fewer before the event: a cancellation charge of up to the full agreed booking total may apply, subject to the fair-charges provisions below. Payments already made are deducted from any amount due and will not be charged twice.

Please cancel in writing to [liquidmobilebar@gmail.com](mailto:liquidmobilebar@gmail.com), quoting your name and event date. Notice is measured from when we receive your cancellation to the scheduled event start time.

## 3 Date changes and booking reductions

Requests to move an event are subject to availability and are not automatically treated as cancellations. Non-recoverable costs already incurred, additional travel costs and any price changes may be payable. If we cannot accommodate the new date, the original cancellation terms apply.

A material reduction in guest numbers, service hours, drinks packages, equipment or booked services may be treated as a partial cancellation. Any charge will be limited to the reasonable net loss caused by the change.

## 4 If Liquid Mobile Bar cancels

If we cancel for reasons within our reasonable control, we will refund all payments for services not supplied. Where reasonably possible, we may first offer a suitable replacement service or alternative date, but you do not have to accept it.

### Fair charges & your rights

We will take reasonable steps to reduce losses following a cancellation. Any amount retained or charged will be limited to our reasonable direct net loss, allowing for costs saved and replacement-booking income. This may include non-recoverable stock, staffing, licences, travel arrangements, bespoke materials, administration already completed and lost net profit where the date cannot reasonably be rebooked. We will reduce the charge or refund any excess where appropriate and will not recover the same loss twice. Any refund due will normally be paid within 14 calendar days of the final calculation. Nothing in this policy limits your statutory rights.

Acceptance: Once your booking has been confirmed, these policies become active and form part of your booking terms.