

# *Indulgent Ice Creams*

11 Greenacres Drive, Ringmer, East Sussex BN8 5LZ,  
07718 200970  
[www.indulgenticreams.co.uk](http://www.indulgenticreams.co.uk)

Facebook page: [Indulgent Ice Creams](#)

## Booking Form

To assist us to make your event/party run smoothly please complete and sign this booking form, post back to the address above or sign, scan and return to [peter@indulgenticreams.co.uk](mailto:peter@indulgenticreams.co.uk)

Please be aware that bookings can only be accepted and confirmed when a £100 deposit is received (this deposit is only required for private functions, not school or charity bookings) and the booking form has been signed by the Hirer. We will acknowledge receipt of the booking and deposit by email.

If you have already had a quotation and there have been no changes to the details that were provided on the original quotation there is no need to complete this booking form again, other than to sign it at the bottom of page 4.

If no quotation form has previously been completed, please complete this booking form in its entirety.

Please supply your name, address, post code, email and telephone contact and then continue with the form. Many thanks.

Name .....

Email .....

Telephone/ mobile .....

Date of event/party :- ..... Time of event/party :- .....

Address of event/party :- .....

Post Code :- .....

Name of the contact point and telephone number on the day:-

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Please indicate/tick which ice cream van you would like to hire

Molly .....

Rosie .....

Please indicate from what time you would require the ice cream van to arrive at the event/party. We anticipate that our standard hire period is a minimum of 2 hours.

Time ice cream van required to arrive :~ .....

Time ice cream van required to depart :~ .....

Details of the numbers expected at the event/party :- please tick.

50 to 100 guests ..... 1 to 5 flavours available to choose.

100 + guests .... 1 to 8 flavours available to choose.

We have access to a large number of flavours from a local dairy farm that uses only the highest quality natural ingredients with no added artificial colours or preservatives and only uses locally sourced ingredients where possible.

Please tick which flavours you require.

Vanilla.....Pineapple.....

Chocolate..... Cookies and Cream .....

Strawberry.....Blackberry.....

Banana.....Pineapple.....

Coconut.....Rum and Raisin .....

Caramel with fudge pieces.....

Bubblegum.....Honeycomb with honeycomb crunch .....

Mint choc chip ( white ) ..... Mint Choc chop ( green ) .....

Ginger..... Salted Caramel with caramel swirl .....

Chocolate Orange ..... Lemon with Lemon Curd swirl .....

Please see below our fruit sorbets.....

Orange ..... Mango.....Strawberry.....Lemon.....

Raspberry.....Passion Fruit ..... Apple.....Blood Orange .....

If there any other additional requests that are required please feel free to write in the space below and we will endeavour to accommodate your specific wishes,

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Logistical information ...

Molly the van

The van and 50meter extension cable are both PAT tested but please be aware to serve you for any length of time we will need access to a domestic 240v 13amp power supply.

If a generator is to be the power source we require it to cope with 26amp on start up and a running 12amp usage.

Rosie the van

The van and 30meter extension cable are both PAT tested, it is unlikely we will need power if serving for a day but if any longer we would need access to a domestic 240v 13amp power source.

If a generator is to be the power source we will need it to manage 20amp on start up and a running 5amp usage.

All staff will all have a DBS certificate and the vehicle will have hygiene certificate from Wealden District Council and all the relevant public liability insurances in place.

If there any other additional requests, please feel free to write in the space below or call 07718 200970 and we will always try to accommodate your wishes.

Please indicate if there are any known specific dietary requirements or food intolerances.

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If there are any queries at any time please contact us on 07718 200970 and ask for Pete.

We are more than happy for any photographs to be taken and no copyright over any image taken will be sought.

Please feel to publish any image recorded using social media.

All personal information will be held securely and not shared with any 3<sup>rd</sup> party unless express written permission has been granted by the hiring party.

### Payments.

Payment can be made by way of BACS transfer to

Sort Code: - 20-12-80 Account No :- 83803473

Please include your surname as a payment reference when paying by BACS transfer.

By signing and returning your booking form and paying the deposit you will be deemed to have agreed and accepted the below terms and conditions.

Thank you for booking with Indulgent Ice Creams. We enjoy our work and look forward to working with you and your guests.

Our terms and conditions are recorded below.

Please read them to familiarise yourself with the booking conditions.

Signed: - ..... Dated: - .....

Peter Cook.

Indulgent Ice Creams.

07718 200970

### **Terms and Conditions of business of Indulgent Ice Creams.**

1. A booking will be considered to be confirmed with Indulgent Ice Creams when both the booking fee has been received and the booking form has been signed and returned. A non-refundable booking fee of £100 per will secure the vehicle on the agreed date and time. The deposit is required at the time of booking.

3. A written confirmation of the booking will be emailed as a receipt of both the deposit and signed booking form. Any outstanding balance is required to be paid no later than 30 days before the event/party. If full payment is not received 7 clear days before the ceremony/event we consider you have breached our terms and conditions and we reserve the right to not attend, you will forfeit any deposit received. We will not accept cash payments on the day of the event.

3. Any cancellations must be made in writing to Indulgent Ice Creams. All cancellations will incur a charge. (The minimum is the booking fee of £100). Should the Hirer cancel within 30 days of the agreed booking date, then the outstanding balance is the full agreed booking, minus the deposit and is still required to be paid in full. In the event that we secure another booking for the vehicle for the same date all monies will be refunded, minus the £100 booking fee.

4. In the event of the Hirer changing the date of a confirmed booking we will transfer the booking fee to the new date subject to availability. However, if the new date is unavailable the Hirer will forfeit the booking fee of £100.

5. In the event that the Hirer changes the date within 30 clear days of the original agreed booking date, if the new date required is unavailable; then the full balance of the original hire will still be due in full.

6. Whilst every effort is made to provide the vehicle booked Indulgent Ice Creams cannot accept any liability for unforeseen mechanical failure or any other circumstances beyond our control. In the rare occasion this occurs we will swap to our other van if available.

In the extremely unlikely event of a delay leading to a missed booking, a full refund will be offered, as long as it can have been proven and accepted that Indulgent Ice Creams are deemed to be wholly responsible.

7. All our vehicles and operatives will be immaculately presented; all staff hold a current DBS certificate. Our ice cream van holds a current food hygiene certificate issued by the local regulatory authority. Special requests can be considered at an additional cost.

8. We understand the complexities of the day and timings involved and our staff are likely to arrive slightly earlier than the specified arrival. Any subsequent delay in accessing our services will not be deemed to be the responsibility of Indulgent Ice Creams and the hire period starts and ends at the agreed times on the signed booking form. The ice cream van will depart at the specified departure time as recorded in your confirmation letter.

9. Indulgent Ice Creams cannot be held responsible if the booking is completely missed due to the time keeping of the hirer.

10. We have quoted a price on the information provided at the time of booking and have calculated the time required for your event/party. We have been generous in our estimates however; in the rare event that a significant amount of extra time be required an additional charge may be made proportionate to the original booking quote. Should the event/party significantly over run for a reason outside your control no extra charge will be made.

11. Indulgent Ice Creams will choose the route(s) to your event/party based on local knowledge and or satellite navigation. The drivers will use their judgement driving at a lawful and sensible speed in relation to the road and weather conditions.

12. Whilst every effort will be made to arrive at scheduled locations in good time, no responsibility can be taken for unforeseen road closures or for restrictions relating to vehicle access to any location or unforeseen physical hold ups on route to the event or adverse weather conditions. We cannot be held responsible for late arrival or cancellation due to any other circumstances beyond our control.

13. The Hirer is responsible for any accidental or intentional damage caused to the vehicle(s) by themselves and or their guests. A minimum charge of £100 will be charged to cover the valet costs should damage be caused by any guest through drink, food or illness.

14. No responsibility will be taken for any loss or damage to any personal possession of any guest of the hirer. Unless negligence or recklessness can be proven. Every effort will be made by our staff to reunite any property found to be the members of the Hirer's party.

15. Indulgent Ice Creams cannot be held responsible for any adverse medical reaction or allergy to anything consumed or subsequently later or any injury or loss caused through excess consumption of our products. A written warning sign and a disclaimer will be displayed in relation to gluten and dairy intolerances. We have never knowingly had our products near any nut based product and always advise that any guest who has any intolerance notifies and checks with staff of Indulgent Ice Creams before consumption.

16. Indulgent Ice Creams may take photographs for their own promotional use, they may appear on our social media sites and by signing these conditions the Hirer has given Indulgent Ice Creams permission to do so.

17. Cancellations are always a disappointment, we will do everything in our power to prevent them being our responsibility, however, Indulgent Ice Creams cannot accept responsibility for any unforeseen electrical failure that prevents the freezers charging, i.e power cut or any inclement, wet, or windy weather that makes what we

consider our attendance to be hazardous. We reserve the right to cancel. If the event/party is cancelled by the hirer at any time prior to the event/party no refund is due. If the event/party is cancelled by Indulgent Ice Creams a refund will be offered.

18. We reserve the right to amend our terms and Conditions at any time. But only the agreed terms at the time of signing are applicable.

19. As you will be aware the new General Data Protection Regulation (GDPR) comes into force on the 25th May 2018.

Indulgent Ice Creams would like to request that, as a valued customer, you agree to allow us to continue to safely store your contact details e.g. e-mail addresses, telephone numbers, invoice and delivery addresses, all of which will have been provided by you (customer), or created by your use of our services.

This does not affect your rights as you are in control. The legislation dictates that you can:-

- Request a copy of the personal information we hold about you at any time.
- Inform us of any changes or corrections to your personal information.
- Ask us to erase the personal information we hold about you.
- Withdraw your consent for us to use your personal information at any time by emailing [peter@indulgenticreams.co.uk](mailto:peter@indulgenticreams.co.uk) or calling me on 07718 200970.

We respect your privacy, and the safe storage of your personal information is taken very seriously. All our digitally held information is stored on hard drives to which I only have access, we do not share your personal information with any third parties for sales or marketing purposes. The data we hold is crucial to maintain the smooth operation of our service to you.

It is important that you 'opt in' with us to keep using our services. To prevent you the inconvenience of having to submit any forms, we will assume that you wish to do so. Should you wish to opt out at anytime, please email us at [peter@indulgenticreams.co.uk](mailto:peter@indulgenticreams.co.uk), stating your specific wish to "opt out". We will then remove your data from our records, apart from anything we are legally bound to keep.

18. By signing and returning your booking form you will have deemed to have agreed and accepted the above terms and conditions.

Thank you for booking with Indulgent Ice Creams, we enjoy our work and look forward to seeing you and your guests at your event/party.

Best wishes

Pete Cook

Indulgent Ice Creams