

CUSTOM ORDERS AND EVENTS TERMS AND CONDITIONS

Applicable to bookings made more than two weeks prior to the event or delivery date

By confirming your order, you agree to the following terms and conditions:

Quotes, deposits, cancellations, and booking fees

- A 50% non-refundable deposit must be paid at the time of booking. After this point:
 - o You may change your delivery date (subject to availability) or refunded in credit vouchers to be used at a later date
- The remaining 50% must be paid two weeks before the date of your delivery, after this point your booking is non-refundable
- Changes may be possible until up to two days working days before the delivery/event date (depending on the order) at the discretion of Crosstown, but may incur additional charges including:
 - o To cover scheduled staff costs including production, logistics, and catering
 - o Equipment which has been booked for a specific date
- Customised packaging and design fees are non-refundable after the point at which the packaging has been ordered with the supplier
- Any products which are ordered specifically for your order, such as gluten-free doughnuts or drinks, are non-refundable. Sufficient notice must be provided for the team to order these items
- If you order a particular amount of stock and it's not used at your event, refunds are not available for the unused stock
- Doughnut walls and other set-ups are non-refundable and non-transferrable. Eg bookings for event set-ups cannot be swapped for food products of the same value.
- Bookings which include service must be rescheduled, or amended with at least two weeks' notice, otherwise the original staff fee will need to be paid in full, along with this cost for any new bookings
- Flavour selection and menu options are subject to change unless confirmed and finalised with the sales team.
- Quotes are valid for three months from issue.

Custom flavours and modifications to existing flavours

- New product development fees, such as developing a new recipe or modifying an existing recipe, are non-refundable after the point at which development has commenced.

Delivery and equipment collection

- Delivery information must be provided at least 48-hours before your delivery, otherwise we reserve the right to cancel your order without providing a refund.
- It is your responsibility to provide our team with the required information for your orders delivery and any equipment collection. Any failed deliveries due to inaccurate



or missing information are non-refundable, however we may be able to attempt a redelivery on the same day at a cost. This is at the discretion of our sales and logistics teams.

- We require a minimum 2-hour window for deliveries. We will aim to deliver as close as we can to your preferred time, but the 2-hour delivery slot will be in place.
- Once delivery or setup has been completed and our driver has left the building, responsibility for the equipment and product is with the customer(s).
- If there are parking charges for delivery or during event service, parking fees will be charged to the customer either before the event or delivery date, or afterwards if not sorted beforehand. These must be paid within 14 days of issue.
- If equipment is not ready for collection at the specified time or location and a re-collection is required, a late fee will be charged and can be subtracted from any holding deposits paid by the customer(s). Additional hire fees may also be charged.

Events, service, and equipment

- Walls and display trays require a £100 refundable security deposit. This is charged before the event and can only be refunded once the equipment has been checked over for damages by the Crosstown team
- If insufficient space, access, electricity and/or amenities, are agreed upon in advance but not provided on the day, we reserve the right to charge additional fees to cover labour or equipment
- If you wish to extend the service time, this should be agreed upon with the sales team or the event supervisor on the day. If it is possible, you will be charged additionally for the hourly rate of the staff.
- If the event finishes early, spare service time will not be refunded or transferred to an alternative date.
- A deposit of 50% is required to secure the booking of the order, which will lock in the price quoted to client by the sales team. The payment will be due 30 days from issue of invoice. The remaining balance will be due 2 weeks before the delivery date. If the customer wishes to include additional products with their order, these may be subject to price increases if added more than 3 months after the original quote has been agreed.

Late booking fees

- Bookings which include staff or event equipment hire must be confirmed at least two working days in advance of the event or delivery date. Otherwise, a 10% surcharge will be applied to the order.

