ACE MINI GOLF & EVENT HIRE

General Terms & Conditions of Hire

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1. Booking Confirmation A booking is confirmed only upon receipt of a signed Booking Contract and any required Reservation/Booking Fee. Reservation Fees are non-refundable.

2. Booking Documentation The Booking Contract, quotation, booking confirmation and any subsequent written amendments issued by Ace Mini Golf & Event Hire shall together constitute the official booking record.

3. Client Responsibility Clients are responsible for checking all booking documentation and reporting discrepancies within 14 days. Missing booking confirmations must be reported within 7 days.

4. Communication Clients must provide accurate contact details and notify us of any changes.

5. Pre-Event Contact If no communication has been received within 30 days of the event date, clients should contact us immediately.

6. Payments Outstanding balances are due no later than 30 days prior to the event date unless otherwise agreed.

7. Cancellation by the Client Reservation Fees are non-refundable. More than 60 days before the event date: Reservation Fee retained only. Between 31–60 days: 50% of the booking value payable. 30 days or less: 100% of the booking value payable.

8. Date Changes & Postponements Subject to availability and our discretion. Payments may be transferred. A £20 administration fee may apply. Original booking terms, cancellation periods and obligations remain in force and are not reset by a transferred date.

9. Venue, Access & Service Requirements Clients are responsible for ensuring suitable access, space, venue permissions and power supplies. Additional charges may apply for restricted access, stairs, lifts, excessive carrying distances or venue restrictions.

10. Setup & Breakdown Suitable access must be available at agreed times. We typically require up to 60 minutes for setup and up to 60 minutes for breakdown.

11. Health & Safety Services may be refused, suspended or terminated where conditions present a risk to staff, guests or equipment.

12. Supervision, Damage, Loss & Theft Equipment must be used appropriately. Clients may be responsible for repair or replacement costs arising from loss, theft or damage beyond fair wear and tear.

13. Gazebo Hire Gazebos must not be moved, altered or dismantled by clients or guests. We reserve the right to refuse installation or dismantle gazebos where conditions are unsafe.

14. Service Delays We shall not be liable for delays caused by circumstances beyond our reasonable control including traffic accidents, vehicle breakdowns, severe weather, road closures, venue access restrictions or delays caused by third parties. Where a delay results in a material reduction of the booked hire period, any refund shall be limited to a pro-rata refund based on the hire time lost.

15. Weather Policy Where adverse weather is forecast we will work with the client and venue to identify suitable alternatives where possible.

16. Government Restrictions & Public Health Events Where services cannot proceed due to government legislation, public health restrictions, venue closure, lockdown measures, capacity restrictions or similar legal restrictions, we will offer the opportunity to transfer the booking to an alternative date subject to availability. Payments received shall transfer to the new date. Original booking terms remain in force. A £20 administration fee may apply. If no mutually acceptable date can be agreed within 24 months, standard cancellation terms shall apply.

17. Cancellation by Ace Mini Golf & Event Hire We will use reasonable endeavours to provide a suitably qualified replacement supplier, employee or subcontractor. Where a replacement cannot be secured, monies paid shall be refunded in full. Nothing in these terms excludes liability that cannot lawfully be excluded.

18. Administrative Errors Whilst every effort is made to maintain accurate booking systems and records, we shall take reasonable steps to rectify any genuine administrative error.

19. Substitute Personnel & Suppliers We reserve the right to use suitably qualified employees, subcontractors or replacement suppliers where necessary to fulfil a booking.

20. Force Majeure We shall not be liable for failure or delay arising from circumstances beyond our reasonable control including extreme weather, flood, fire, accident, vehicle breakdown, industrial action, government restrictions or road closures.

21. Insurance & Documentation Ace Mini Golf & Event Hire maintains Public Liability Insurance of £5,000,000. Documentation is available upon request.

22. Complaints & Claims Complaints must be submitted in writing within 14 days of the event date. We shall be given a reasonable opportunity to investigate and respond.

23. Entire Agreement & Governing Law The Booking Contract, quotation, booking confirmation and these Terms & Conditions constitute the entire agreement between the parties and are governed by the laws of England and Wales.

24. Acceptance of Terms & Conditions By signing the Booking Contract, paying any Reservation Fee, Booking Fee or other payment, accepting a quotation, submitting a booking form, confirming a booking in writing, or otherwise proceeding with a booking, the client confirms acceptance of these Terms & Conditions in full.