

# ACE MINI GOLF & EVENT HIRE

## General Terms & Conditions of Hire

These Terms & Conditions apply to all services and equipment supplied by Ace Mini Golf & Event Hire, including but not limited to Mini Golf, Crazy Golf, Carnival Games, Garden Games, Speaker Hire, LOVE Letters and associated event hire equipment.

Version 1.2 | June 2026

**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. Payments** – Any outstanding balance must be paid no later than 30 days prior to the event date unless otherwise agreed in writing. Ace Mini Golf & Event Hire reserves the right to withhold services where payment has not been received in full.

**3. Cancellation by the Client** – Reservation/Booking Fees are non-refundable. Should the client cancel a booking, the following charges will apply: More than 60 days before the event date – Reservation Fee retained only. Between 31 and 60 days before the event date – 50% of the total booking value payable. 30 days or less before the event date – 100% of the total booking value payable. Where a cancelled date is subsequently rebooked by Ace Mini Golf & Event Hire, we reserve the right to reduce or waive cancellation charges at our discretion. Weather-related cancellations are covered under Clause 10.

**4. Venue, Access & Service Requirements** – The client is responsible for ensuring adequate space, access, venue permissions and power supplies (where required) for the services booked. Prices quoted are based on vehicle access within close proximity of the setup area and a maximum carrying distance of 30 metres. Quotations assume a standard one-person setup. Additional staffing, equipment, waiting time, restricted access, stairs, lifts, long carrying distances, difficult terrain, or venue-imposed restrictions may incur additional charges.

**5. Setup & Breakdown** – The client shall ensure suitable access to the venue. The client is responsible for ensuring that the venue permits the delivery, setup and removal of equipment during the agreed access times. We typically require up to 60 minutes for setup and up to 60 minutes for breakdown.

**6. Health & Safety** – Ace Mini Golf & Event Hire reserves the right to refuse, suspend or terminate services where venue conditions, weather, access arrangements or guest behaviour present a risk to staff, guests or equipment.

**7. Supervision & Equipment Use** – The client is responsible for ensuring appropriate supervision of users, particularly children. Equipment must be used only for its intended purpose and must not be moved, altered or misused.

**8. Damage, Loss & Theft** – The client may be held responsible for the reasonable cost of repairing or replacing any equipment lost, stolen or damaged beyond fair wear and tear during the hire period, including unmanned hires.

**9. Gazebo Hire** – Where gazebos are supplied by Ace Mini Golf & Event Hire, they shall be erected and dismantled by our staff unless otherwise agreed in writing. Gazebos must not be moved, altered, dismantled, or modified by the client or guests. Gazebos may require weighted ballast, guy ropes, or anchoring systems for safe installation. These must not be removed, tampered with, or obstructed during the hire period. Ace Mini Golf & Event Hire reserves the right to refuse installation, suspend use, or dismantle gazebos where ground conditions, access restrictions, forecast weather conditions, or actual weather conditions are deemed unsafe for staff, guests, or equipment. The client may be held responsible for the reasonable cost of repairing or replacing any gazebo, weights, anchoring equipment, or associated equipment that is lost, stolen, or damaged beyond fair wear and tear during the hire period.

**10. Weather Policy** – Where adverse weather is forecast, we will work with the client and venue to identify suitable alternatives where possible. Options may include indoor relocation, provision of two 6m x 3m commercial-grade gazebos for £145.00 (subject to availability), or transfer to an alternative indoor entertainment service. Should the client choose to cancel due to adverse weather, notification must be received by 9:00am on the day of the event. In such circumstances, 20% of the booking value will be refunded and 80% retained to cover costs incurred.

**11. Cancellation by Ace Mini Golf & Event Hire** – In the unlikely event that we are unable to provide the booked services, any monies paid shall be refunded in full. This shall represent the full extent of our liability.

**12. Force Majeure** – Ace Mini Golf & Event Hire shall not be liable for failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to extreme weather, flood, fire, accident, government restrictions, road closures, industrial action or vehicle breakdown.

**13. Insurance & Documentation** – Ace Mini Golf & Event Hire maintains Public Liability Insurance of £5,000,000. Risk Assessments, Method Statements and insurance documentation are available upon request.

**14. Complaints & Claims** – Any concerns relating to the hire must be notified in writing within 7 working days of the event.

By signing the Booking Contract, the client confirms acceptance of these Terms & Conditions.