

Customer Terms and Conditions

Effective Date: August 2026

Please read these terms before paying the booking deposit. The financial terms most likely to affect a booking are summarised below and set out in full in the numbered clauses.

Key booking terms	
Booking deposit	£100, credited against the total price and treated as part of any cancellation charge.
Final balance	Due four weeks before the Event; the full price is due immediately for a booking made within four weeks.
Travel	£0.50 per mile for the full return journey from our operating base in the WS12 2EY postcode area to the Venue, plus disclosed or unavoidable parking charges.
Additional attendance	A 30-minute grace period applies. Time after that is charged at £20 per commenced hour, subject to availability.
Damage or loss	The Client is responsible for reasonable repair or replacement costs for Equipment lost, stolen, broken or damaged by the Client, guests, Venue or suppliers.
Cancellation	Charges depend on notice given and are capped at our reasonable net loss. See clause 14.

1. About us

1.1 The Champagne Pour is operated by Donna Andrea Patrick, a sole trader trading as "The Champagne Pour" ("we", "us" and "our").

1.2 Our email address is info@thechampagnepour.co.uk. Our business correspondence address will be provided on request or in the Booking Summary where required. info@thechampagnepour.co.uk

1.3 We provide managed champagne tower experiences at events in England. We provide and arrange the tower, stands, glassware, styling, setup, supervised pouring, service of filled glasses and breakdown as set out in the Booking Summary. We do not sell or supply alcohol as part of the price.

1.4 We are not currently registered for VAT and VAT is not added to our prices.

2. Definitions

2.1 "Booking Summary" means the quotation or booking summary that identifies the Client, Event, Venue, Services, price, payment dates and any special arrangements.

2.2 "Client" and "you" mean the person or organisation named in the Booking Summary. Where more than one person is named, each is responsible for the Client's obligations.

2.3 "Consumer" means an individual booking wholly or mainly for purposes outside their trade, business, craft or profession.

2.4 "Equipment" means the tower stands, trays, glassware, ice bucket, bottle holder, decorations and any other items supplied by us for the Event.

2.5 "Event" means the event on the date and at the Venue stated in the Booking Summary.

2.6 "Services" means the services described in the Booking Summary and these terms.

2.7 "Venue" means the venue stated in the Booking Summary and includes its owner, operator and staff where the context requires.

2.8 "Booking Proposal" means any event proposal, event plan, styling document or similar document provided after the booking is confirmed to record the detailed arrangements for the Event.

3. How the contract is formed

3.1 A quotation is an invitation to book and is not a confirmed reservation. Unless stated otherwise, a quotation is valid for 14 days and remains subject to availability.

3.2 Before you pay the booking deposit, we will provide the quotation or Booking Summary and a copy of these terms in a form that you can save.

3.3 To request a booking, you must confirm in writing that you accept the Booking Summary and these terms and pay the £100 booking deposit.

3.4 The contract becomes binding only when we have received both your written acceptance of the Booking Summary and these terms, and your cleared deposit, and have sent written booking confirmation. Until then, the date is not reserved.

3.5 Please check the booking confirmation promptly. You must tell us without delay if any information is incorrect or incomplete.

3.6 These terms and the Booking Summary form the contract. A separate signature sheet is not required where your written acceptance of the Booking Summary and these terms is clearly recorded before the booking deposit is paid.

3.7 Any later Booking Proposal records the agreed event details and should be read together with the Booking Summary and these terms. It does not replace these terms or create a separate contract unless we expressly confirm this in writing. If there is a conflict, the Booking Summary takes priority for event-specific details, any later approved Booking Proposal takes priority for later agreed event details, and these terms take priority for general legal provisions.

4. Event details and changes

4.1 The date, Venue, access time, service period, tower size, number and style of coupes, styling, pouring arrangements and any additions will be set out in the Booking Summary and/or any later Booking Proposal approved in writing.

4.2 You must give us complete and accurate information about the Event, including access restrictions, stairs, loading arrangements, parking, service times, guest numbers, Venue rules and the details of the Venue contact.

4.3 A requested change is not agreed until we confirm it in writing. Changes may affect availability, staffing, travel, equipment, preparation and price.

4.4 A change of date is treated as a postponement under clause 13. A substantial change of Venue may also be treated as a postponement if it materially changes travel, access, safety or our ability to perform the Services.

4.5 We may make a minor substitution where an item becomes unavailable, provided the substitute is of similar quality and does not materially reduce the Services. We will consult you before any material change.

5. Price and payment

5.1 The total price and payment schedule are stated in the Booking Summary.

5.2 A £100 booking deposit is payable to secure the Event date. The deposit is credited against the total price and is treated as part of, not an addition to, any cancellation charge due under clause 14.

5.3 Unless the Booking Summary states otherwise, the remaining balance must be received in cleared funds no later than four weeks before the Event. For a booking made within four weeks of the Event, the full price is payable immediately to secure the booking.

5.4 Payments are made by bank transfer to the account shown on our invoice. You are responsible for using the correct reference and account details.

5.5 Mileage is charged at £0.50 per mile for the full return journey from our operating base in the WS12 2EY postcode area to the Venue and back and will be shown in the quotation.

5.6 Any known parking charges will be included in the quotation. If the Venue changes its parking arrangements or an additional unavoidable parking charge arises, you must reimburse the reasonable actual charge against evidence.

5.7 A 30-minute grace period applies where the Event timetable is delayed, the agreed start time is moved, or you or the Venue require us to remain beyond the agreed attendance period. If additional attendance exceeds that grace period, time after the grace period is charged at £20 per commenced hour, subject to our availability. Any part of an additional hour is charged as a full hour.

5.8 We may withhold preparation, travel, attendance and performance of the Services until all sums due have been received in cleared funds. If payment remains outstanding after a reasonable written reminder, we may treat the booking as cancelled by you under clause 14. Payment after the deadline does not require us to perform if it is no longer reasonably practicable to do so.

6. The Services

6.1 We will provide the Services with reasonable care and skill and substantially in accordance with the Booking Summary.

6.2 Unless stated otherwise, the managed service period is two hours. Setup, breakdown and travel are outside that period unless the Booking Summary says otherwise.

6.3 We will determine the safe construction and arrangement of the tower and Equipment. You and the Venue must not move, dismantle or alter the tower or Equipment without our express permission.

6.4 The ceremonial pour may be carried out by you, a nominated adult guest or Donna. Any pour by you or a guest must take place under Donna's direct supervision and guidance.

6.5 For safety and hygiene, Donna will handle the glassware and serve filled glasses to guests. No guest or Venue staff member may remove or redistribute the Equipment without permission.

6.6 Our Services end at the agreed time. We may begin clearing and packing the Equipment so that the Services can finish safely and punctually.

7. Venue access and facilities

7.1 You must obtain the Venue's permission for the champagne tower, externally supplied alcohol, setup, pouring, service, photography and our access.

7.2 You must arrange safe and timely access for unloading, setup, service and collection. You must ensure that loading routes, lifts, stairs, doors and working areas are available as agreed.

7.3 The Venue must provide a stable, level and suitable surface in a safe location with sufficient space and guest flow. The setup must not obstruct exits, walkways or emergency routes.

7.4 You are responsible for any table, power supply, water, refrigeration, ice, waste arrangements or other facility stated as a Client or Venue responsibility in the Booking Summary.

7.5 If access is delayed or the Venue is not ready, we will use reasonable efforts to provide the Services. The service period may be shortened. The 30-minute grace period and additional attendance charge in clause 5.7 apply where the delay is caused by you, your guests, suppliers or the Venue.

7.6 If the proposed location or arrangements are unsafe or unsuitable, we may require a reasonable alternative. If none is available, clause 11 applies.

8. Alcohol and age restrictions

8.1 Alcohol is not included in our price. You or the Venue must purchase, supply, transport, chill and make available sufficient alcohol or non-alcoholic alternatives for the Event.

8.2 You are responsible for confirming that the Venue permits the proposed alcohol arrangements and that all licences, permissions and legal requirements applying to the sale, supply or consumption of alcohol at the Event are satisfied.

8.3 No part of our price is payment for alcohol. We do not purchase alcohol for you or sell alcohol to you or your guests.

8.4 You must ensure that no person under 18 is nominated to carry out the pour or is given alcohol. We will not knowingly serve alcohol to anyone under 18 and may request proof of age or refuse service where age is uncertain.

8.5 We may refuse to serve or may stop serving any person who appears intoxicated, behaves unsafely or abusively, or where service may be unlawful. This is a safety decision and does not by itself entitle you to a refund.

8.6 You remain responsible for your guests and for the quantity and type of alcohol supplied. We do not accept responsibility for the effects of alcohol consumption except to the extent caused by our negligence or breach of duty.

9. Client, guest and supplier responsibilities

9.1 You must ensure that your guests, Venue and other suppliers follow our reasonable instructions concerning access, safety, glassware, pouring and service.

9.2 Children and vulnerable guests must be appropriately supervised and kept away from the tower, glass storage and working areas unless invited and directly supervised.

9.3 You must not permit guests to touch, lean on, move or interfere with the tower or Equipment. You must promptly tell us about any spill, breakage, damage, incident or unsafe behaviour.

9.4 You must identify any relevant accessibility requirements and any known risk that may affect safe delivery of the Services in sufficient time for reasonable arrangements to be considered.

9.5 You are responsible for the conduct and acts of your guests and suppliers to the extent that they affect the Services, Venue or Equipment.

10. Health, hygiene and safety

10.1 We will use reasonable care in transporting, inspecting, cleaning, setting up and handling the Equipment.

10.2 Glassware presents an inherent breakage and cut risk. Spilled liquid may create a slip risk. You and the Venue must cooperate with our reasonable safety measures and keep the working area clear.

10.3 Only Donna or a person expressly authorised by us may construct, adjust or dismantle the tower or handle stored and used glassware.

10.4 We may pause, relocate, alter or stop the Services where reasonably necessary to protect people, property or the Equipment or to comply with the law or Venue instructions.

10.5 Where Services are stopped because of a risk caused by you, your guests, suppliers or the Venue, we will consider whether any part can safely continue. Any refund will be limited to sums exceeding our reasonable net loss.

11. Unsafe, unlawful or unsuitable arrangements

11.1 We may refuse to set up or may suspend or end the Services if:

- i. the Venue refuses permission or imposes a restriction that prevents the agreed Services;
- ii. access, the proposed surface, guest flow, weather or surrounding conditions create a material safety risk;

- iii. we reasonably believe the alcohol arrangements are unlawful;
- iv. a guest, supplier or Venue representative behaves abusively, threateningly or dangerously;
- v. the Equipment is deliberately interfered with; or
- vi. you commit a serious breach of these terms and, where the breach can be remedied, fail to remedy it within a reasonable time.

11.2 We will explain the reason and, where reasonably possible, offer a safe alternative. If the issue is caused by you, your guests, suppliers or the Venue, the cancellation calculation in clause 14 will apply. If the issue is caused by us, clause 15 will apply.

12. Equipment, loss, theft, damage and breakage

12.1 The Equipment remains our property at all times.

12.2 From the time the Equipment is delivered or set up until it is collected or removed by us, you are responsible for Equipment that is lost, stolen, broken or damaged by you, your guests, the Venue or your other suppliers, except for fair wear and tear or damage caused by us.

12.3 You must not remove any Equipment from the agreed service area or Venue, or permit it to be taken away, moved or used for another purpose without our express permission.

12.4 If Equipment is lost, stolen, broken or damaged, we may recover our reasonable actual repair or replacement cost and any reasonable associated delivery or hire cost. We will take account of the item's age and condition where appropriate and will not charge more than our genuine loss. We will provide an itemised invoice and, where applicable, photographic or other reasonable evidence supporting the claim.

12.5 Any amount due under this clause must be paid within 14 days of the invoice. If you reasonably dispute an item, you must tell us promptly, explain the grounds of dispute and pay any undisputed amount by the due date.

12.6 You are not responsible for damage caused solely by our negligence, defective Equipment or ordinary use under our supervision.

13. Postponement requested by the Client

13.1 You must request postponement by email as soon as possible.

13.2 We do not charge an administration fee for a postponement, but it is subject to our availability on the proposed replacement date.

13.3 Your deposit and other payments will transfer to the replacement date. You must reimburse any fresh, personalised, bespoke or non-refundable item already purchased for the original date, including flowers, fruit or ribbons, unless it can reasonably be reused.

13.4 The confirmed champagne tower hire price will remain fixed for the replacement date. Fresh produce, flowers, florals, fruit, ribbons and other decorative or bespoke additions may be repriced to reflect the reasonable market cost at the time they are ordered. A different Venue, travel distance, parking arrangement, package, guest number or service requirement may also result in an additional charge, which we will confirm before the postponement is agreed.

13.5 The replacement Event must take place within 12 months after the original Event date unless we agree otherwise in writing.

13.6 If we are unavailable for the proposed replacement date, or no replacement date is agreed and takes place within the period in clause 13.5, the request will be treated as a cancellation under clause 14.

14. Cancellation by the Client

14.1 You may cancel by emailing info@thechampagnepour.co.uk. Cancellation takes effect when we receive a clear written cancellation request.

14.2 Subject to clauses 14.4 to 14.7, the following maximum cancellation charge applies according to the notice received before the Event date:

Notice received before the Event	Maximum charge
More than 12 weeks	£100
8 to 12 weeks	25% of the Booking Price
4 to less than 8 weeks	50% of the Booking Price
14 days to less than 4 weeks	75% of the Booking Price
Less than 14 days	90% of the Booking Price

14.3 The percentages in the table are calculated against the total Booking Price stated in the Booking Summary, excluding any separately recoverable costs under clause 14.5.

14.4 The £100 booking deposit is credited towards the applicable cancellation charge and is not added to it. The deposit will normally be retained where you cancel because it contributes to consultation, administration, planning, preparation and reserving the Event date, but we will not retain more than our reasonable net loss.

14.5 In addition to the applicable cancellation charge, we may recover the reasonable cost of fresh, personalised, bespoke or non-refundable items ordered specifically for your Event, including flowers, florals, fruit, ribbons and decorations, but only to the extent those costs are not already reflected in the cancellation charge and the items cannot reasonably be cancelled, returned or reused.

14.6 The cancellation charge is a maximum and will not exceed the reasonable net loss directly caused by the cancellation. We will take reasonable steps to reduce that loss, including seeking a replacement booking where practicable, and will deduct costs saved and income received from a replacement booking. We will not recover the same loss twice and the total amount charged will not exceed the total Booking Price plus any separately recoverable costs under clause 14.5.

14.7 We will credit all amounts already paid against the amount properly due. If you have paid more than that amount, we will refund the balance within 14 days after the calculation can reasonably be completed. If a further amount is due, we will provide an itemised calculation and it must be paid within 14 days unless reasonably disputed.

14.8 Because the Services concern catering and/or leisure activities to be provided on a specified date, the statutory 14-day cooling-off cancellation right will not normally apply. This does not affect your statutory rights if the Services are not supplied with reasonable care and skill or are materially different from what was agreed.

15. Cancellation or material failure by us

15.1 We may cancel only where there is a serious reason, including illness or emergency, loss or failure of essential Equipment, unsafe or unlawful conditions, your serious breach, or an event outside our reasonable control.

15.2 If we cancel for a reason that is not caused by you and cannot provide a suitable agreed alternative, we will refund the amounts paid for Services not provided. This does not limit any further rights you may have under consumer law.

15.3 Where reasonably possible, we may offer an alternative date or a suitably qualified substitute, but you do not have to accept a material change.

15.4 If we cancel or end the Services because of your serious breach, non-payment, unsafe conduct or unlawful arrangements, we may recover only our reasonable net loss calculated in accordance with clause 14.

16. Events outside either party's reasonable control

16.1 Neither party will be responsible for delay or failure caused by an event that could not reasonably have been avoided or overcome, such as severe weather, serious transport disruption, Venue closure, government restriction, emergency, widespread utility failure or sudden serious illness.

16.2 The affected party must notify the other as soon as reasonably possible. Both parties will first consider a reasonable change of time, location or date.

16.3 If performance becomes impossible and no reasonable alternative is agreed, either party may end the contract. We will refund sums paid for Services not provided, subject only to any fair and lawful deduction for specifically incurred costs that cannot reasonably be recovered or reused. We will provide a breakdown of any deduction.

16.4 Nothing in this clause permits us to retain more than our reasonable net loss or removes your statutory rights.

17. Problems, complaints and remedies

17.1 Please raise any issue at the Event as soon as possible so that we have a reasonable opportunity to put it right.

17.2 Formal complaints should be emailed to info@thechampagnepour.co.uk. Please include the booking reference, Event date and details of the issue. info@thechampagnepour.co.uk

17.3 We will acknowledge a formal complaint within five working days and aim to provide a substantive response within 14 days.

17.4 If you are a Consumer, the law requires services to be performed with reasonable care and skill. Where applicable, you may have rights to repeat performance or an appropriate price reduction. Nothing in these terms restricts those rights.

18. Liability

18.1 We do not exclude or limit liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or breach of your statutory rights.

18.2 If you are a Consumer, we are responsible for loss or damage that is a foreseeable result of our breach of contract or failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable when the contract was made.

18.3 We are not responsible for delay, reduced service or loss caused by inaccurate information, late access, the Venue, alcohol supplied by others, guest conduct, another supplier, or your failure to follow reasonable instructions, except to the extent we contributed through our own breach or negligence.

18.4 We are not responsible for pre-existing damage to the Venue or property. You and the Venue should identify and record any particularly sensitive surface, furnishing or access route before setup.

18.5 If you are a Consumer, we supply the Services only for private use. We are not liable for business losses such as loss of profit, revenue, business opportunity or reputation.

18.6 We maintain public liability insurance, currently with a limit of £2 million. Insurance does not replace or expand the liability imposed by law or this contract.

19. Business bookings

19.1 If the Client books wholly in the course of a business, trade, profession or event-organising activity, the Client confirms that the person accepting these terms has authority to bind the organisation.

19.2 Consumer-only statutory rights and wording do not apply to a business Client.

19.3 Subject to clause 18.1, we are not liable to a business Client for indirect or consequential loss or for loss of profit, revenue, anticipated savings, business, contracts, opportunity, goodwill or data.

19.4 Subject to clause 18.1, our total liability to a business Client arising from one Event will not exceed the total price paid or payable for that Event.

20. Photography, marketing and data protection

20.1 We process personal information in accordance with our Privacy Notice.

20.2 Any consent to use identifiable photographs or video for our portfolio, website, social media or marketing is optional and separate from acceptance of the booking. Refusing consent will not affect the Services or price.

20.3 The booking Client can consent only for themselves and must not purport to consent on behalf of every guest. We may use non-identifiable images of the tower, décor and Venue where lawful, but will take reasonable care not to publish identifiable guests without an appropriate basis.

20.4 You may withdraw consent for future use by contacting us. Withdrawal does not make earlier lawful use unlawful, and material already printed or shared by third parties may not always be capable of complete retrieval.

21. Notices and communication

21.1 Booking changes, postponements and cancellations must be sent by email to the address in clause 1.2.

21.2 We may communicate with you using the email address and telephone number provided in the Booking Summary. You must notify us promptly if your details change.

21.3 A notice by email is treated as received when it enters the recipient's email system, unless the sender receives an error message. This does not apply to formal court proceedings.

22. General terms

22.1 We may transfer our rights or obligations only where this does not reduce your rights. You may transfer a booking only with our written agreement.

22.2 If a court finds part of these terms unlawful or unenforceable, the remaining terms continue to apply.

22.3 A delay in enforcing a right does not waive that right.

22.4 No person other than you and us has a right to enforce this contract under the Contracts (Rights of Third Parties) Act 1999.

22.5 These terms may be updated for future bookings. The version supplied and accepted for your confirmed booking will apply to that booking.

23. Governing law and courts

23.1 These terms and the contract are governed by the law of England and Wales.

23.2 If you are a Consumer resident in England, the courts of England and Wales will have jurisdiction. If mandatory consumer law gives you a right to bring proceedings elsewhere, that right is not affected.

23.3 A business Client agrees that the courts of England and Wales have exclusive jurisdiction.

Contact

Email	info@thechampagnepour.co.uk
Telephone	07719 630956