



**KAKAWA ARTISAN
CHOCOLATE** HANDMADE IN THE
GARDEN OF
ENGLAND

TERMS AND CONDITIONS

- A. Your party or workshop will last for the time shown on your email confirmation. During this time, guests will pour/mould chocolate into various forms using a selection of toppings and/or inclusions.**
- Starting time : please do not arrive more than 15 minutes prior to the start of your booking.
 - Finishing time : please be prompt in leaving at the end of your session as we may have another booking joining us.
- B.** Guests are not permitted to eat or drink whilst in the main production areas. (Bottled water/ juice cartons will be available at the end of your session unless other catering provisions have been booked.
- C.** Allergies and/or intolerance : Due to the environment in which our workshops take place being a live and working production area, we do use products that contain **Wheat, Gluten, Dairy, Soya, Peanuts/Treenuts**
- D.** Whilst every care will be taken to ensure that safety procedures are strictly adhered to and risk assessments have been undertaken, Kakawa Artisan Chocolate & Co Ltd cannot be held responsible for injuries arising as a result of the guest/s not complying with the safety rules and our instructions.
- E.** Photographs taken by Kakawa Artisan Chocolate & Co Ltd staff during the course of a workshop could be used for marketing purposes. Photographs will not be distributed to a third party.
- F.** Date Change : If you need to change the date of a party booking, a minimum of 4 weeks notice is required.
- G. Delays by you**
- If you are going to be delayed (for example due to traffic), you must notify us of this as soon as possible.
 - If you are slightly delayed, we will do our best to accommodate you, but you understand and accept that, in order to avoid overrunning into another group session, your overall session time may be reduced accordingly.
 - If you are delayed or late (for whatever reason), we will do our best to accommodate you. However, if we cannot accommodate you, you accept that we are entitled to end the contract with you and you will not be entitled to a refund.
- H. Changing or cancelling your booking**
- Once a booking is accepted and your session is confirmed then any cancellation must be made no less than 6 weeks prior to the commencement of your session. Any cancellation after that time will not be entitled to a refund. As set out above and at our discretion we may offer an alternative date and time for you, but you accept that this is dependent on availability and that we will not provide a refund.
 - Subject to above, if you wish to make a change to the time or date of your booking, please contact us. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the Services, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.
 - If your party or workshop is cancelled by ourselves, an alternative date or dates will be offered. If no alternative date can be agreed upon, a refund in respect of such cancelled workshop will be given, but shall have no further liability whatsoever.



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I. Our right to exclude you from the premises

- You understand and accept that the health and safety is very important to us. We may require you (or any member of your group) to leave our premises immediately if, in our opinion (and acting reasonably), you (or any member of your group) are:
 - failing or refusing to follow our reasonable safety instructions;
 - acting in a way that poses a risk to the safety and/or welfare of any other person; or
 - under the influence of (or otherwise impaired by) drugs or alcohol.
- If we ask you (or any member of your group) to leave the our premises in accordance with clause above, we are entitled to cancel the contract with you (and/or the applicable member of your group) and you will not be entitled to a refund.

- J. Kakawa Artisan Chocolate & Co Ltd will retain your details on a confidential database for administration and marketing purposes. Your information will not be passed on to any other third party without your prior written consent. If you'd prefer we not contact you again, please advise and we will ensure your name is removed from our mailing list.

Disclaimer

Under no circumstances shall the company “Kakawa Artisan Chocolate & Co Ltd” or its directors, affiliates, partners, suppliers or licensors be liable for any claim in relation to any direct, indirect, incidental, consequential, special or exemplary damages arising out of or in connection with any workshop, event or access to any part of our premises. Whether or not the damages were foreseeable and whether or not the company was advised of the possibility of such damages.

Confirmation of booking confirms agreement to the above terms on behalf of all those attending the workshop.