

1. BOOKING TERMS AND CONDITIONS

- a. These terms and conditions govern any enquiries or bookings for events and services you make with us through our website at www.mycocktailmasterclass.com www.mycocktailmasterclassbookings.com www.welovemakingcocktails.com www.welovemakingcocktails.co.uk (the "Website").
- b. The Website at is operated by BFN Productions Limited ("we, us"), a company registered in Scotland with registered number SC278008, VAT number 159 2116 13 and with our registered address at Caledonia House, 89 Seaward Street, Glasgow, G41 1HJ.
- c. Before making any booking or enquiries on the Website, you should read through these terms and conditions. By using the Website or making any booking or enquiry on the Website, you are agreeing to be bound by these terms and conditions.
- d. Whilst we aim to only use venues that will provide a quality service, we cannot be held responsible for the quality of the event or service, or any loss you suffer as a result of attending an event. If you have any complaint about the services provided at the event, your sole right of redress shall be against the venue.

2. Making a Booking/Enquiry

- a. We aim to respond to all booking enquires within 24 hours of your enquiry. If the time and/or date that you asked for is not available we may offer as close an alternative as possible. Please note that your provisional booking is only valid once you have received an email or call from us confirming your time and date is available and provisionally held for you. Only by confirming with a minimum deposit (group size and deposit amount varies depending on the venue) will no other group be able to secure the time and date which we have offered you.
- b. If you choose to accept an available event we have offered you, you will be required to pay a deposit ("Booking Fee") The Booking Fee is our fee for arranging your booking and is the only way an event can be confirmed. Up until the point of paying the booking fee, we cannot guarantee that the event will remain available to you, and can be confirmed by other groups.
- c. The venue may have additional terms and conditions that will apply to your event
- d. Once your booking has been confirmed, the venue will contact you to confirm all the details and give you a time scale for payment of the balance to be paid. The balance has to be paid at least 1 week before the event or service. Failure to pay the balance on the due date may result in the event being cancelled.
- e. If the venue does not contact you within 5 days of receiving the confirmation email from us, it is your responsibility to contact us and the venue to arrange payment of the remainder of the package prior to the event date.
- f. Occasionally we may provide the event or service (for example where you have selected your home or office as the venue or in certain venues) and in those circumstances, we will outline the payment details along with confirming the event.

3. Amendment, Reduction in group size or Cancellation

- a. We advise only paying the deposits for the number of people you know will definitely be attending. You can add people (up to the limit dictated by the venue) to your group by paying additional deposits through the methods described in our communications.

- b. If you wish to amend a confirmed booking, please contact us as soon as possible to enable us to see if the new request is able to be accommodated.
- c. If you wish to reduce your group size or cancel the event following payment of the Deposit / Booking Fee to us, you must inform us in order to edit / cancel the booking.
- d. You can reduce the number of people in your confirmed group; however the Deposit(s) / Booking Fee(s) for those people no longer attending are non-refundable and cannot be used towards paying the final balance. Subject to the venues ts and cs, the full package price for these people no longer attending may still be payable. This is relative to how long before your confirmed event date you notify us of the reduced numbers or cancellation. This time period varies for each venue.
- e. You can cancel your confirmed event, however the Deposit(s) / Booking Fee(s) are non-refundable. Subject to the venues ts and cs, the full package price may still be payable. This is relative to how long before your confirmed event date you notify us of the reduced numbers or cancellation. This time period varies for each venue.
- f. You can increase your group size once you have confirmed an event. Additional deposits must be paid before the event starts and must be paid online or by calling us. Additional group members cannot be added on when you arrive at your event. Your additional places are NOT confirmed until all deposits are received.
- g. Failure to pay additional deposits prior to the date of the event or service will result in the original price being payable for the additional participants. You will not receive the sale price or special offer price you may have purchased your packages at originally.
- h. If you have not paid the additional Deposits / Booking Fees within 7 days after the event or service, we may levy an admin fee of £10 per person on top of the outstanding amount. If after 1 month after the event or service date the outstanding amount remains unpaid debt collection agencies may be brought in to recover the funds.
- i. Once you have confirmed your booking date with a venue you are bound by their terms and conditions regarding cancellations or changes. It is not possible to change the booking unless the venue agrees to the change. Any changes to the time / date / location / venue / number of people etc are at the full discretion of us and the venue.
- j. Sometimes the venue may need to cancel the experience at short notice for reasons beyond their control. Therefore, we strongly recommend that you contact the venue on the week before your event to check. We regret that in the event of cancellation, we are unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled event.
- k. We cannot be held responsible for any decision of the venue to cancel / change the event, including in the event of any unforeseen circumstances, such as (but not limited to) members of your group being intoxicated on arrival, failure to pay when the venue requests, low attendance, late arrival, failure to provide proof of age or for any other reason.
- l. The Deposit / Booking Fee is non-refundable in any circumstance.

4. Attending the Event

- a. By making a booking on the Website, you confirm that all the individuals in your group are suitably prepared, insured and legally allowed to participate in the activity. E.g. some of our activities involve alcohol making, thus all people in your group must be above the age of alcohol consumption in your area. Please note that some venues have a minimum age policy or an age challenge policy. Failure to provide proof of age that allows entry if requested by us or the venue could result in individuals in your party being unable to participate in the event or refused entry to the premises or in some circumstances, the event may be cancelled and no refund given.
- b. Do not arrive at your event intoxicated. Licensing laws will be upheld, and anyone who is believed to be intoxicated will not be allowed to take part and no refund will be given.
- c. Please arrive at least 10 minutes early for your event, as these events must begin on time, and late arrival may mean your event is cut short or cancelled.
- d. Some venues have a dress code and do not allow any fancy dress at all. If you plan to attend in fancy dress, you must confirm in advance of the event that what you are going to wear is in accordance with their dress code. It is your responsibility to check directly with the venue if any proposed fancy dress is acceptable to them. The venue may refuse entry if their fancy dress code is not adhered to without refund of deposit or balance
- e. Please note that while we aim to offer an accurate description of the events and services, the format or content of each event or service may vary from the description we have provided.
- f. Contents of the event or food menus may vary without notice.

5. Complaints

- a. Please contact the venue directly if you have any complaints about the event.
- b. Please use the contact us link if you have any complaints about our booking service.

6. Your details

- a. By making an enquiry you agree that we may contact you via e-mail, phone calls and text regarding your booking enquiry. You will also be added to our newsletter/marketing contacts. If you would rather not be contacted with future newsletters/marketing, please state this by checking / unchecking the relevant box upon enquiry. An unsubscribe option is available in every newsletter. You acknowledge, by sending an enquiry that the information may be passed onto the venue(s) enquired about so that the venue(s) can contact you directly.

7. Our Liability

- a. Unless we agree with you to provide the event or service directly, we act as an intermediary only. Accordingly we are not responsible for performing any event or service and under no circumstances shall we be liable for any claims arising from any event or service.
- b. The material displayed on the Website is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we, hereby expressly exclude all conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity; any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with the Website or in connection with the use, inability to use, or results of the use of the Website, any websites linked to it and any materials posted

on it, including, without limitation any liability for, loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, loss of goodwill, wasted management or office time and for any other loss or damage of any kind, however arising.

- c. This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.
8. **Applicable Law and Jurisdiction** - These terms and conditions are governed by Scots law and the Scottish Courts shall have non-exclusive jurisdiction in to any disputes arising from these terms and conditions.
9. **Privacy Policy** - We do not store credit card details nor do we share customer details with any 3rd parties except by way of affiliated companies or associated companies or in the case of merger or buyout etc.
10. **Delivery Policy** - A confirmation e-mail will be sent to you within 24 hours of receipt of payment. This will be confirmation of your booking. Please note that any remaining monies are due prior to the date of the event.
11. **Trading Names** - WeLoveMakingCocktails.co.uk, WeLoveMakingCocktail.com, MyCocktailMasterclass.com and MyCocktailMasterclassBookings.com are trading names and owned by BFN Productions Ltd.