

COCKTAILHIRE

Cancellation & Refund Policy

Version 1.1 | Effective 20 August 2026

Standard booking: 25% reserves the event date. The remaining 75% is due seven calendar days before service. At least 48 hours' notice normally returns the 75% balance. Inside 48 hours, no refund is due, but the full value paid may be transferred once to an equivalent available date within two years.

1. Scope

This policy applies when a client cancels a confirmed Cocktailhire event booking. It forms part of the booking terms and should be read with the accepted quote, invoice and written booking confirmation.

2. Booking deposit and reservation of the date

The standard booking deposit is 25% of the total booking price. The booking is confirmed when Cocktailhire receives the required payment and issues written confirmation. The deposit reserves the event date and the staff, equipment and operational capacity allocated to it. If the client cancels, the deposit is retained as the date-reservation cancellation charge, subject to the client's statutory rights.

3. Balance payment

The remaining 75% balance must be paid in cleared funds no later than seven calendar days before the scheduled service start time, unless the invoice states an earlier agreed date. Cocktailhire will make a reasonable attempt to contact the client about an overdue balance. If it remains unpaid, Cocktailhire may treat the booking as cancelled by the client under this policy.

4. Cancellation at least 48 hours before service

The client must cancel in writing by emailing bookings@cocktailhire.com. If the cancellation is received at least 48 hours before the scheduled service start time, Cocktailhire will refund all sums paid above the booking deposit. For a standard booking paid in full, this normally means a refund of 75% of the total booking price. The refund will be made to the original payment method within 14 calendar days of cancellation.

5. Cancellation less than 48 hours before service

If written cancellation is received less than 48 hours before the scheduled service start time, no refund is due and Cocktailhire retains all sums paid. Instead, the client may transfer the full value paid once, without a rescheduling fee, to one equivalent available event date taking place within 24 months after the original event date. The transfer is subject to the conditions in section 7.

6. Cancellation by Cocktailhire

Cocktailhire has never cancelled a confirmed event. If an exceptional circumstance nevertheless caused Cocktailhire to cancel because it could not provide the agreed service and the client was not at fault, all sums paid would be refunded within 14 calendar days. This does not limit any further statutory remedy that may apply.

7. Conditions for the late-cancellation transfer

The replacement date must be available and commercially equivalent to the original date. An ordinary date cannot be exchanged for a Bank Holiday, Christmas or New Year period, New Year's Eve or another premium or unusually high-demand date unless the original booking was in an equivalent category. The service scope, guest numbers, location and hours remain as booked; requested changes or upgrades may alter the price. Free rescheduling means that no transfer or administration fee is charged. The transfer may be used once only, and the replacement event must take place within 24 months after the original event date. If the transferred booking is later cancelled, no further refund or transfer is due.

8. Changes of date

Outside the late-cancellation transfer in sections 5 and 7, a request to move an event is not automatically accepted. Any agreed change of date, availability, price and payment timetable will be confirmed in writing. If no transfer is agreed, cancellation of the original date is dealt with under this policy.

9. Statutory rights

Nothing in this policy excludes or restricts rights that cannot lawfully be excluded, including rights arising where services are not supplied with reasonable care and skill or where Cocktailhire is in breach of contract. Consumer cancellations and refunds remain subject to applicable UK law and the circumstances of the individual booking.

Cancellation notices: bookings@cocktailhire.com | Please include the booking name, event date and invoice number.