

Terms and Conditions

These Terms and Conditions are the standard terms for the provision of event management services by ARTENDER LTD, a hospitality services company registered in England under company number 14495619, whose registered address is 25 Stuart Crescent, London, N22 5NN.

Booking Your Date with ARTENDER LTD

- All event bookings must be confirmed in writing by the Client.
- A booking deposit is required to secure ARTENDER LTD for the date of your event (see below for Cancellation Charges).

Booking Deposit

- A booking deposit figure will be provided to the Client in writing by ARTENDER LTD once your booking confirmation is received.
- We request a 50% deposit for any bookings.
- We reserve the right to change the requested deposit amount based on the Client's circumstances and specific requirements.
- This deposit will be deducted from the final invoice which will be issued to the Client after the service date.
- Payment methods available include bank transfer and cash.

Additional Deposit

- An additional refundable deposit will be required for all non-service bookings when additional equipment is provided by ARTENDER LTD. This will be refunded back to the client if all the equipment and tableware supplied for use by the Client is returned in the condition it was originally supplied. In case of breakages or losses caused by the Client, the refundable deposit less the replacement costs incurred will be returned to the Client. Where the deposit is not sufficient to cover the replacement costs, the Client is liable for the balance.

Booking Confirmation

- Once the Clients deposit/s have been received, an acknowledgment of receipt will be issued by ARTENDER LTD together with a formal confirmation email which will include your chosen package and event summary.

Variations to the Price

- All bookings are subject to minimum guest numbers which will be confirmed by ARTENDER LTD at the time of booking.
- Any variation to guest numbers must be discussed with ARTENDER LTD as soon as possible so the prices and quotes can be revised accordingly.
- Any additional package can be added during the event if required by the Client and will be charged at the end of the service with a new final price in the invoice.

Payment of Total Event Costs

- Payment in full is required for all services to be provided by ARTENDER LTD 5 days before the event. Final guest numbers must be confirmed to ARTENDER LTD no later than 7 days prior to the event.
- The information provided at this point will be used to produce your total event cost invoice, arrange staff and the necessary equipment/tableware hire.
- Should ARTENDER LTD be advised of any increases following deposit payment and less than 7 days prior to the event, ARTENDER LTD reserves the right to accept these and will revise the final invoice following the event for the requested extra guests or extra averages.
- Invoices submitted by ARTENDER LTD to the Client are due within 3 days of the receipt.
- As cancellation insurance is not available to hospitality events, the Client is advised to arrange such insurance to recover their losses.

Cancellation Charges

- In the unfortunate event of a booking having to be cancelled, confirmation in writing will be needed by the Client. Your deposit could be retained following these conditions:
 - For order amounts up to £2,000:
 - Cancellation received with more than 14 days' notice prior to the event – 100% of the deposit amount will be refunded back to the Client.
 - Cancellation received less than 14 days' notice prior to the event – the deposit amount will be retained by ARTENDER LTD .
 - For order amounts larger than £2,000:
 - Cancellation received with more than 30 days' notice prior to the event – 100% of the deposit amount will be refunded back to the Client.
 - Cancellation received with more than 14 days' notice prior to the event – 50% of the deposit amount will be refunded back to the Client.
 - Cancellation received less than 14 days' notice prior to the event – the deposit amount will be retained by ARTENDER LTD.

Liability of ARTENDER LTD

- ARTENDER LTD accepts no liability under any claim whatsoever (be it by negligence or otherwise) arising from any loss over the figure of the existing ARTENDER LTD Public Liability Limit of Indemnity. Note that this figure, which may change from time to time, is available upon request.

GDPR and Privacy Policy

- ARTENDER LTD are fully compliant with the UK General Data Protection Regulations (UK GDPR) and our Privacy Policy falls in line with Regulations, to request a copy please contact our Data Protection Officer (“DPO”) via email at artender@events-info.uk or visit our website.

Force Majeure

- ARTENDER LTD shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond ARTENDER LTD’ control and in particular but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, or strike, and shall not be liable for any loss or damage suffered by the Client.

Future Changes to Terms and Conditions

- ARTENDER LTD reserves the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is your responsibility to ensure that you are up to date with our Terms and Conditions.

Full Privacy Notice

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all services, and instances where we collect your personal data. This privacy notice applies to personal information processed by or on behalf of ARTENDER LTD. We may change this privacy notice from time to time by updating this document in order to reflect changes in the law and/or our privacy practices.

Data Protection Officer

- ARTENDER LTD are a data controller of your personal data. We have a data protection officer (“DPO”). You can contact the DPO by writing to us at ARTENDER LTD, 25 Stuart Crescent, N22 5NN, London, marking it for the attention of the DPO, or by sending an email to arternder@events-info.uk

What kinds of personal information about you do we process?

Personal information that we’ll process in connection with all of our services and as an employer, if relevant, includes:

- Personal and contact details, such as title, full name, contact details including postal address, telephone number, email address.
- Records of your contact with us, such as contact via post, email or phone.
- Event enquiries made by you, including history of those communications, whether you scheduled an event or are sent information about our services.
- Information we obtained from third parties, including information about venue, access and keyholder arrangements.

What do we use your personal data for?

We use your personal data, including any of the personal data listed in section 2 above, for the following purposes:

Customers:

- Assessing your enquiry including considering whether or not we are able to offer services, the price, the location, availability.
- Managing the service, you schedule with us.
- Updating your records to allow us to provide the correct level of service.
- To perform our services and internal processes.
- To improve the operation of our business.
- To follow guidance and best practice under the change to rules of governmental and regulatory bodies.
- For management and auditing of our business operations.
- To monitor and to keep records of our communications with you and our staff.

- To provide personalised content and services to you, such as tailoring and services.
- To develop our services and to review and improve current options available to our client base.
- To comply with legal and regulatory obligations, requirements and guidance.
- To provide insight and analysis of our customers both for our business as part of providing services, and to help improve services, or to assess or improve the operating of our business.
- To share information, as needed, with business partners (for example, venues).

What are the legal grounds for our processing of your personal information (including when we share it with others)?

We rely on the following legal bases to use your personal data:

- **Where it is needed to provide you with our services, such as:**
 - Assessing a request for a service including considering whether or not to offer you service.
 - Managing services.
 - Updating your records (where appropriate).
 - Sharing your personal information with business partners and services providers.
 - All stages and activities relevant to managing the service including enquiry, administration and management of event.
- **Where it is in our legitimate interests to do so, such as:**
 - Managing your services relating to that, updating your record (where appropriate).
 - To perform and/or test the performance team, services and internal processes.
 - To follow guidance and recommended best practice of government and regulatory bodies.
 - For management and audit of our business operations.
 - To carry out monitoring and to keep records of our communications with you and our staff.
 - Where we need to share your personal information with people or organisations in order to run our business or comply with any legal and/or regulatory obligations
- **To comply with our legal obligations**
- **With your consent or explicit consent:**
 - For some marketing communications

When do we share your personal information with other organisations?

We may share information with the following third parties for the purposes listed above:

- Business partners (e.g venue, marquee and catering equipment providers) or others who are a part of providing your service.

How and when can you withdraw your consent?

Where we are relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the details provided.

What should you do if your personal information changes?

You should tell us so that we can update our records using the contact details provided. We'll then update your records as necessary.

Do you have to provide your personal information to us?

We are unable to provide you with services if you do not provide certain information to us. In cases where providing some personal information is optional, we'll make this clear.

Do we do any monitoring involving processing of your personal information?

In this section monitoring means any: listening to, viewing of, intercepting of, or taking and keeping records (as the case may be) of calls, emails, social media messages, in person (face to face) meetings and other communications.

We may monitor where permitted by law and we'll do this where the law requires it, or to comply with regulatory rules, to prevent or detect crime, in the interests of protecting the security of our communications systems and procedures and for quality control and staff training purposes. This information may be shared for the purposes described above.

For how long is your personal information retained by us?

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing your event and managing our operations, the duration of your employment with us.
- For as long as we provide goods and/or services to you.
- Retention periods in line with legal and regulatory requirements or guidance.

What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not. The right of data portability is only relevant from December 2021.

- The right to be informed about the processing of your personal information

- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the “right to be forgotten”)
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information (“data portability”)

You have the right to complain to the Information Commissioner’s Office which enforces data protection laws: <https://ico.org.uk/>. You can contact us using the details below.

Your right to object

You have the right to object to certain purposes for processing, in particular to data processed for direct marketing purposes and to data processed for certain reasons based on our legitimate interests. You can contact us using the details provided to exercise these rights.

Contact Us

If you have any questions about this privacy notice, or if you wish to exercise your rights or contact the DPO, you can contact us via email at artender@events-info.uk or via post at ARTENDER LTD, 25 Stuart Crescent, N22 5NN, London.