



Unit 116 Ludwick Way  
Welwyn Garden City, Herts  
AL7 3PY

[www.funkyice.co.uk](http://www.funkyice.co.uk)  
[info@funkyice.co.uk](mailto:info@funkyice.co.uk)

Vat Number 223839502

### TERMS AND CONDITIONS

- Minimum 50% deposit must be received to secure your booking unless otherwise agreed.
- All bookings must be paid for prior to or on delivery.
- Funky Ice will not take responsibility for errors on a booking form. The final order is what is detailed by the customer on the completed order form.
- It is the customers' responsibility to ensure the melted water container is regularly checked and emptied throughout the event. It is also the responsibility of the customer to dispose of the ice at the end of the event unless otherwise agreed.
- All sculpture/luges must be placed on sturdy four legged tables. We do not recommend Podium nor Trestle tables for your order as the average sculpture weighs approx. 80kg. Funky Ice or its agents cannot accept liability for any injury arising from the misuse of sculptures or luges once delivery has been accepted.
- Funky Ice always aim to deliver 30-60 mins before an event. We regularly check traffic conditions of all our routes on the day to ensure we get to your event at the time agreed. However, we do not accept responsibility, nor will we pay any compensation, for lateness due to circumstances beyond our control.
- For customers wishing to pay on delivery - Many of our drivers have multiple drops on the same day. Please ensure you are at the venue 60 mins before your written display time to make payment, failure to do so may result in the driver having to leave and taking your order with them!
- Our drivers cannot wait longer than 30 mins to enter a venue to setup as this could affect other deliveries made by the driver.
- Any problems with your sculpture/luge must be reported within 3 hours of delivery by contacting us on 07858223282 so we can advise you over the phone and/or return to your event to rectify the issue. We cannot accept complaints after this time.
- All deposits are non-refundable.