

Terms & Conditions

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1. Your booking

Bar Match Ltd, company number 14612946, is registered in England and Wales. Registered office: 124 City Road, London, EC1V 2NX. Contact: info@barmatch.co.uk or +44 756 546 3453.

These terms and your agreed quote describe the booking. Quotes are valid for ten calendar days unless stated otherwise; availability is not held unless agreed. We provide the event details, total price and these terms before payment.

Payment of the requested deposit by payment link or bank transfer accepts the agreed booking and these terms. Your date is secured when we receive the required payment for the agreed available date. No separate signed contract is normally required. If we cannot accept the booking, we promptly refund your payment in full.

We provide any legally required confirmation in an email or invoice you can keep, with the applicable terms unless already supplied in a saveable form. Anyone booking for a business must be authorised to do so. The named client is responsible for payment. Agreed written variations take priority; later website changes do not change an existing booking.

2. Payments

A 30% deposit secures the booking. The remaining balance may be paid at any time, but must be paid no later than seven calendar days before the event. Bookings made within 14 calendar days require full payment. Different arrangements must be agreed in writing.

The deposit forms part of the total price and is subject to the cancellation terms below. Bar Match is currently not VAT registered. Your quote includes the agreed charges; extras or price changes require your agreement before supply. Agreed extras and equipment charges are payable within 14 days of invoice unless agreed otherwise.

If payment is late, we give a reasonable opportunity to pay before suspending preparation or cancelling for a material breach. We investigate disputed amounts; undisputed amounts remain due.

3. Services, quantities and timings

Only the staff, bars, drinks, ingredients, ice, glassware, equipment and other items listed in your quote are included. Any drinks allowance, unlimited-service conditions, additional-drink prices and exclusions must be stated in the quote.

Confirm the final menu, guest numbers, timings and access details at least 10 days before the event, or on booking for short-notice events. Changes depend on availability and an agreed price. Once resources are committed, fewer attendees do not automatically reduce the price; reductions are assessed using the cancellation principles below.

Setup, service, breakdown and collection times are agreed for your booking. Staff have a four-hour minimum booking unless quoted otherwise. Extra hours require approval by your authorised contact and our event lead, with the price agreed first, and depend on availability, licensing and venue rules.

We provide suitable staff and remain responsible for our services. A suitable staff replacement may be used unless a named person is expressly guaranteed. We explain the effect of any requested reduction in staffing or equipment. Supplies are planned for the agreed brief; excess demand may affect individual drinks. If we fail to provide an agreed element, we discuss an appropriate alternative or remedy.

4. Venue, access and safety

Please obtain venue permission and tell us about stairs, loading distances, parking, restrictions and delivery or collection windows. Provide the agreed safe working space, access, power, drinking water and other facilities. Outdoor bars need a stable, level surface, suitable shelter and an agreed weather plan.

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We discuss reasonable additional costs caused by inaccurate information or changes. You are not responsible for penalties or damage attributable to our own actions. Access delays do not automatically extend service; we discuss workable solutions and agree any extra charges. Delays caused by us are addressed with an appropriate remedy.

Nominate an authorised event contact and help keep guests and working areas safe. We may refuse service, pause work or leave because of violence, harassment or a serious safety risk. Where safe, we first explain the issue and allow it to be resolved. Charges or refunds depend on responsibility, services provided and the cancellation terms; they are not automatically forfeited.

5. Cancellation and postponement

Tell us promptly if you need to cancel or postpone. Email is preferable, but any clear notice is accepted. A new date, transfer of payments and any price difference must be agreed, subject to availability.

Unless you have a legal right to a full refund, cancellation charges cover only our reasonable, evidenced net loss, up to the booking price. This may include completed work, unavoidable commitments and lost net profit. We take reasonable steps to reduce that loss and deduct saved costs, recoveries, reusable stock and replacement work reducing the same loss. We do not charge twice for it.

Payments already made count towards that calculation: we refund any excess or invoice a justified shortfall. Cancelling within 14 days may involve substantial costs but does not automatically mean a 100% charge. We normally provide a breakdown within 14 days, promptly refund undisputed excess payments and explain any pending reconciliation. Statutory refund deadlines take priority.

The same principles apply if we reasonably end a booking for your material breach after an opportunity to resolve it, except where immediate action is necessary. They do not override your rights if we breach the contract.

6. Consumer cancellation rights

The statutory 14-day change-of-mind right normally does not apply to fixed-date catering or leisure-related services under regulation 28(1)(h) of the Consumer Contracts Regulations 2013. We identify when that exception applies before booking; it is not assumed for every staffing or equipment-hire arrangement.

Where a statutory cancellation right applies, we provide the required information and form before booking. That right takes priority over section 5. Any early start requires your separate express request; lawful proportionate charges may apply, and loss of the right after full performance requires the appropriate acknowledgement. Deposit payment alone is not that request.

7. Alcohol and licensing

We agree who checks and obtains each necessary licence or Temporary Event Notice, its permitted activities and hours, and any fees. Where another party arranges it, please provide evidence before service. Bar Match retains its own legal duties, including authorisation for its alcohol sales and the relevant sale or stock-allocation location. Private events and organiser-paid packages are not automatically exempt. We do not provide unlawful service.

We operate Challenge 25, may request acceptable proof of age, do not serve alcohol to under-18s or permit proxy purchases, and may refuse service to intoxicated guests. Licence conditions and safe service take priority over a drinks package. These licensing provisions concern England and Wales; other locations require their own arrangements.

8. Ingredients and allergies

We provide legally required allergen information. Tell us relevant requirements in advance, preferably without identifying guests, and ask our team before ordering. Shared equipment means we cannot guarantee an allergen-free environment unless a specific safe arrangement is agreed. We may decline a drink we cannot prepare safely; our food-safety duties remain unchanged.

Client-supplied products must be safe, identifiable and supplied in the agreed quantities with labels retained. We may reject unsafe products. You are responsible for what you supply; we are responsible for our handling and preparation. Additional purchases require approval.

9. Equipment and glassware

Hire items remain our or our supplier's property. Check the handover inventory and promptly report defects. Keep unattended hire secure, follow instructions, and do not move, alter or lend items without agreement. Return or allow collection at the agreed time; a delay caused by you may incur a reasonable additional cost.

You are responsible for loss or damage caused by misuse, lack of reasonable care or guests or contractors for whom you are responsible while items are under your control. Ordinary wear, existing defects and damage caused by us are excluded. We explain and evidence charges, and you may query them.

Where your responsibility is established, standard lost or broken glassware costs £3.25 per glass, unless a specialist rate is quoted beforehand. Other charges reflect reasonable repair costs or replacement value allowing for age, condition and recoveries, without double recovery.

10. Privacy and photographs

Our Privacy Policy explains how we use personal information. We may photograph our bars, drinks and event atmosphere for our website and social media, prioritising images without identifiable guests. Incidental adult background images require an assessed legitimate-interests basis, clear guest notice and an easy way to object.

We ask separately before publishing featured individuals, guest close-ups, identifiable children, private or sensitive moments, or identifiable people in paid advertisements. We respect requests not to appear. Please help communicate the guest notice; booking or payment is not consent on everyone's behalf. Confidential event details and private addresses are not published without an appropriate basis and permission. Any separately commissioned content needs an agreed brief and relevant permissions.

11. Our responsibilities and unforeseen events

We provide services with reasonable care and skill, maintain public liability insurance and provide evidence on request. Consumers retain their statutory remedies and rights regarding foreseeable loss caused by our breach or negligence. Business clients' indirect or consequential losses and losses of profit, revenue, opportunity or goodwill are excluded only where lawful and reasonable.

We never exclude liability for death or personal injury caused by negligence, fraud, or anything the law prevents us excluding. Insurance limits do not cap your legal rights.

If we cannot deliver, we promptly explain and refund services not supplied; any alternative requires your agreement. Exceptional events outside reasonable control require notification and reasonable steps to reduce the impact. If performance is prevented and no alternative is agreed, we refund the unprovided service; any completed-work charge must be fair and lawful. Ordinary delays or foreseeable problems do not excuse poor planning, and other legal remedies remain available.

12. Complaints and applicable law

Raise problems with our event lead where practical, or contact info@barmatch.co.uk. We aim to acknowledge service complaints within five working days and respond within 20, explaining any delay. Prompt notice helps us resolve issues but does not remove statutory rights. Privacy complaints follow the Privacy Policy.

The contract is governed by England and Wales law. Business disputes go to its courts; consumers retain mandatory protections and applicable rights to use their home courts. Invalid provisions do not affect the remaining lawful terms.

Website content and brand identity

The Bar Match brand is protected by UK trade mark registration. Our official website is www.barmatch.co.uk. Unless expressly stated by us, Bar Match Ltd is not affiliated with other businesses or websites using the same or a similar name.

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