

## Terms and Conditions:

When you make a booking with Buff Naked Butlers you agree to accept our booking Terms and Conditions as detailed below:

## Booking confirmation:

As some bookings are made by telephone or online, there is a possibility that you or we could misinterpret what has been said or data may have been entered incorrectly. We will confirm all details by email. The email(s) will contain the venue address and postcode, the dates and time of booking, and other relevant information. You are required to carefully check these emails to ensure that all the information is correct. If you find a mistake you are required to contact us as soon as is reasonably possible. If you do not follow this procedure you may have deprived us the opportunity of taking prompt corrective action and any loss shall be your sole responsibility.

## Address Details:

We will accept bookings without the complete address as this information is not always available at the time of booking. We will need at-least a partial postcode or nearest major town & county (within 10 miles of the actual location). We reserve the right to make an additional charge if the actual location is greater than 10 miles from the location provided at the time of quotation/booking. The full address should be provided as soon as possible.

## Payment:

A non-refundable deposit is required at the time of booking. Full payment must be received at least 10 days before your party. If the balance is not paid in time, we reserve the right to cancel the booking in its entirety & retain the deposit. We will inform you when your final payment is due, after this date if we receive no reply to our correspondence relating to the final payment we reserve the right to collect the final payment amount from the card used to pay the deposit.

## Modifications to your booking:

In the event that you need to make any alteration to your booking (including, but not limited to, time changes, length of booking changes, venue change, date change & other amendments), We reserve the right to charge you any difference in rate change. In the event that you wish to make a change to your booking, please inform us at your earliest convenience. We will endeavour to amend your booking as far as possible. However on some occasions this may not be possible. For amendments made within 7 days of your booking, where we need to allocate a different butler to accommodate the change you may incur a charge of £20.

If you wish to reduce the length of your booking this may be possible and you would be charged in accordance with rate table below. If in the rare instance your butler(s) is late for your booking, he should be able to make up this time at the end of the booking. If for any reason this is not possible you will be refunded for any lost time - this will be in accordance with our current rates:

1st Butler	£80 + Travel	£90 + Travel	£101 + Travel	2 Hour Rate + £31 per hr
Additional Butlers	£59 + Travel	£69 + Travel	£80 + Travel	2 Hour Rate + £30 per

### Cancellations and Refund Policy

Your deposit amount (20%) is non refundable. As a gesture of goodwill we may be able to carry your deposit forward to a future booking. If you cancel with more than 10 days notice any amount paid over the deposit amount is refundable.

Your Final payment is due 10 days before the party. If you cancel with less than 10 days notice no refund will be offered. As a gesture of goodwill 20% of your booking total may be carried forward to a future booking. The remaining amount will be used to cover costs incurred ie butlers wages, opportunity and consequential losses etc

If we fail to provide a butler you may entitled to a full refund plus 50 percent. This is only applicable to confirmed bookings.

We will provide a copy of our terms and conditions at the time of purchase.

### Queries and Complaints:

If you have any other enquiries or complaints relating to your booking, please contact a member of team as soon as possible. We cover the telephones during all bookings and you can contact us on 0800 7720128.

In the unlikely event that your butler/s is late, the butler can usually make the time up and stay later, however if this is not the case and you wish to issue a complaint for loss of service time we should be informed no later than the following Thursday after your event, your failure to comply with this procedure could result in us being unable to investigate the problem and where possible rectify it.

## Disclaimer:

Whilst we will make every effort to ensure you have a safe and enjoyable party, we reserve the right to state the following:

- i) We are not responsible for loss or damage to personal property, including injury or death, caused through misuse of drink or drugs and associated activities
- ii) We are not responsible for loss or damage to personal property or clothing, including injury, caused by negligent or reckless acts during the booking (please note our butlers often wear fake tan and/or body lotion and therefore this can sometimes mark light colour materials/clothing)
- iii) We are not responsible for loss or damage to personal property whilst left outside your care and control during the booking.

## Guest conduct & interaction with the butler.

Please respect the butler(s) at all times. Any behaviour deemed unacceptable at the butlers discretion may result in the booking being terminated. For example but not limited to, excessive intoxication, drug taking, lewd behaviour, guest nudity, propositioning the butler etc

The butler(s) will enter into the spirit of the party but any physical contact will be at the discretion of the butler(s), although intimate touching is prohibited. The butlers apron is to remain in place at all times. Lifting or removing of the butlers apron is not allowed.

In the event of the butlers apron being lifted or inappropriate touching or behaviour the butler reserves the right to terminate the booking at that stage. Any monies already paid at that point will be forfeited.

Once the booking hours have been completed please do not encourage the butler(s) to stay, for service and insurance purposes the booking is deemed to have been completed once the butlers hours have finished.

## Other Notes:

The travel element charged on your booking is a fixed charge. We estimate the travel charges at the time of quotation/booking based on the butlers we have that cover your area. In some instances the butler's travel cost may be more or less than the amount paid, in this instance no extra charges will be applied nor will any refund be due.

#### Copyright and Trademarks:

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#### Terms & Conditions of the 150% money back guarantee

The terms below only apply to the 150% refund guarantee. These terms do not affect your right to a full or partial refund under our standard booking terms.

The 150% refund is made up of your original amount paid plus 50% additional compensation. For example if the booking total is £150, the refund would be £225 (£150 plus £75 compensation).

The additional compensation element is only eligible to be paid on confirmed bookings where we fail to provide a butler for your booking or we have cancelled your booking with the following exceptions:

- i) If we cancel your booking giving you at-least 21 days (3 weeks) notice
- ii) If we cancel your booking but we were able to offer you at least 1 butler within 4 hours of your original start time.
- iii) If your originally allocated butler does not attend but we are able to offer at least one replacement butler for a minimum service period of 30 minutes to be completed within at least 2 hours of the butlers originally scheduled finish time.
- iv) If we are able to provide at least 1 butler at a mutually agreeable time within 72 hours of the original finish time.
- v) If any booking details you provided or omitted contributed to the butler being unable to fulfil the booking, for example an incorrect address
- vi) Bookings taken at short notice at less than 7 days before the booking date.

The compensation element is capped at a maximum amount of £100

In the event of a butler not arriving, in order for us to have an opportunity to find an alternative butler you must notify us within 30 minutes of his scheduled arrival time. If you do not notify us that the butler hasn't arrived in a timely manner we will be unable to offer additional compensation.

The additional compensation element is not available on bookings with male guests as not all of our butlers will work bookings with male guests present.

Additional compensation is not offered on bookings with status marked as pending or cancelled. Additional compensation may be paid where the booking status is marked as “changes pending authorisation” at our discretion provided the changes requested did not affect the booking location, start time or date.

The original amount paid will be paid back to you in the same way it was received. This will usually be by a refund to your credit or debit card. The additional compensation will be paid by bank transfer a claim form (provided by us) will need to be completed for the additional compensation