

OKKA LOUNGE SHISHA

Terms & Conditions (Including Refund & Cancellation Policy)

These Terms & Conditions apply to all shisha, food, catering, and event bookings provided by OKKA Lounge Shisha ("OKKA", "we", "us", or "our").

1. Booking & Payment

- 1.1 All bookings are provisional until full payment has been received and cleared.
 - 1.2 OKKA may require a refundable security deposit of £30 per shisha hired.
 - 1.3 The security deposit will be refunded once all equipment has been collected, inspected, and found to be undamaged and in satisfactory condition.
 - 1.4 The Customer is responsible for providing accurate booking information.
-

2. Cancellation & Refund Policy

- 2.1 As food, shisha products, consumables, staffing, and logistics are prepared specifically for each event, cancellations must be made at least 24 hours before the scheduled event time.
 - 2.2 Bookings cancelled with more than 24 hours' notice will receive a full refund, less any non-refundable costs already incurred on the Customer's behalf.
 - 2.3 Any cancellation made within 24 hours of the event may result in up to 50% of the total booking value being retained to cover food preparation, staffing, transport, shisha preparation, and other costs already incurred.
 - 2.4 Failure to attend the event, refusal of delivery, or unavailability at the agreed location and time will be treated as a same-day cancellation and may result in up to 50% of the total booking value being retained in accordance with Clause 2.3.
 - 2.5 If OKKA is unable to fulfil a booking due to circumstances within our control, a full refund or alternative date will be offered.
-

3. Event Location

- 3.1 The Customer is responsible for ensuring that the event location is safe, accessible, and suitable for the setup and use of shisha equipment and catering services.

3.2 Any parking charges, permits, access fees, or permissions required for the event location are the Customer's responsibility.

3.3 The Customer must ensure that shisha use is permitted at the chosen location.

4. Food & Shisha Services

4.1 Customers must notify us of any allergies or dietary requirements before the event.

4.2 Whilst every reasonable precaution is taken, food is prepared in environments where allergens may be present and therefore we cannot guarantee that any product is completely allergen free.

4.3 Shisha services are strictly available to persons aged 18 years and over. Valid identification may be requested.

4.4 All shisha equipment remains the property of OKKA Lounge Shisha.

4.5 Customers and guests must use all equipment responsibly and follow any safety instructions provided.

5. Equipment, Damage & Loss

5.1 The Customer is responsible for all equipment supplied by OKKA during the event period.

5.2 Reasonable costs for lost, stolen, damaged, broken, or excessively dirty equipment may be deducted from the security deposit.

5.3 The Customer shall be liable for the reasonable cost of repairing or replacing any lost, stolen, or damaged equipment.

5.4 Equipment must be available for collection at the agreed time.

6. Liability

6.1 OKKA reserves the right to refuse or withdraw services where safety concerns arise or where these Terms & Conditions are breached.

6.2 Nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law.

6.3 Subject to Clause 6.2, our total liability for any claim arising out of the booking shall not exceed the total amount paid for the booking.

6.4 OKKA shall not be liable for delays or failure to perform its obligations due to circumstances beyond its reasonable control, including severe weather, road closures, accidents, government restrictions, utility failures, or other unforeseen events.

7. Governing Law

These Terms & Conditions are governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Customer Declaration

I confirm that I have read, understood, and agree to these Terms & Conditions.

Customer Name:

Signature:

Event Date:

Date:

Phone:

OKKA LOUNGE

Private Events

Refundable Security Deposit:

Minimum Cancellation Notice:

Cancellation:

Telephone:

Email:

Website : www.okkalounge.co.uk/private-events