

Eventsbee.co.uk FAQ: Connecting Consumers and Vendors for Social Events

Welcome to the Eventsbee.co.uk FAQ! Our app helps you effortlessly plan social events - like birthdays, weddings, or corporate gatherings - by connecting you the consumers (event planners and service consumers) with trusted vendors and service providers (e.g., venue hires, caterers, photographers, entertainment). We're committed to UK compliance, including the Consumer Rights Act 2015, GDPR (UK GDPR), and Payment Services Regulations 2017. If your question isn't covered, contact eventsbee30@gmail.com

Question	Answer
What is Eventsbee.co.uk and how does it work?	Eventsbee is a UK-based mobile app that matches event planners and event service consumers with verified vendors and service providers for social events and social event related services. Consumers browse vendor profiles, request quotes, purchase items, leave deposits, book services, and manage events in one place. Vendors list services, respond to queries, and handle bookings, take deposits and process transactions. All transactions are secure and app-mediated for transparency. No account? Download from the App Store or Google Play and sign up in minutes.
Is my data safe? How do you handle privacy?	Yes, we prioritise your privacy under UK GDPR. We collect minimal data (e.g., contact details, event preferences) with your explicit consent. Our Privacy Policy details how we use, store, and protect data - view it in-app or at eventsbee.co.uk/privacy . You can access, correct, or delete your data anytime via account settings. We never sell data to third parties without consent. For concerns, email eventsbee30@gmail.com
What are your terms of service?	Our Terms of Service outline responsibilities for consumers and vendors, platform use, and liabilities. By using the app, you agree to them. Read the full terms at eventsbee.co.uk/terms . (Last updated 04/10/2025)
How secure are payments?	Payments use PCI DSS-compliant gateways (e.g., Stripe), ensuring card details aren't stored on our servers. Consumers pay deposits or full amounts directly in-app; vendors receive funds post-booking confirmation. All transactions are encrypted. Refunds follow our policy (see below). EventsBee never stores or has access to your card details - all payments

Question	Answer
What if I need to cancel or get a refund?	are processed by Stripe, our secure payment partner. Cancellations made within 14 days of booking are eligible for a full refund under UK consumer law (Consumer Contracts Regulations 2013), minus any applicable processing fees (maximum 5%). Beyond this period, each vendor's cancellation policy applies. Refunds are processed via Stripe within 5–7 business days. For urgent issues or force majeure (e.g., weather or venue closures), contact support within 24 hours.
What if there's a dispute with a vendor?	We mediate free of charge per our Dispute Resolution Policy. Submit details via in-app chat; we'll investigate within 48 hours. If unresolved, escalate to the UK Alternative Dispute Resolution (ADR) scheme via CEDR or the Financial Ombudsman Service. Vendors are vetted, but we're not insurers - check vendor reviews pre-booking.
Are vendors verified? How do I know they're reliable?	Vendors are verified manually through a combination of ID checks, Companies House listings (where applicable), and public business profiles such as websites or social media. EventsBee maintains platform-level liability insurance for operational coverage.
Is the app accessible for everyone?	Yes. EventsBee is designed for accessibility and meets WCAG 2.1 AA standards, including screen-reader support, high contrast, and keyboard navigation.
What about health and safety for events?	Vendors must comply with UK HSE guidelines (e.g., food hygiene for caterers, risk assessments for venues). We prompt vendors to share certificates in profiles. Consumers: Review these pre-booking. For COVID-19 or similar, follow current gov.uk advice - we'll notify via app updates.
How do I contact support?	Use support email address: eventsbee30@gmail.com (Mon-Fri, 9am-5pm). Response time: 3-5 days for non urgent enquires and <24 hours for urgent queries.
Can I use Eventsbee for commercial events?	Primarily for social event services and social events organising, but small corporate ones are welcome. Larger/commercial? We will soon be launching a function to help arrange larger commercial events. Please keep an eye on our social media and landing pages for further details.
What if the app	Report bugs via in-app feedback. We're on version 1.0

Question	Answer
crashes or has issues?	(updates auto-push). Minimum device: 2GB RAM. Offline mode for basic browsing.
What's the difference between EventsBee, vendors, and consumers?	EventsBee is a digital platform that connects consumers and vendors. Vendors are independent businesses responsible for their own services and compliance. Consumers contract directly with vendors, and EventsBee facilitates communication and secure payments through the app.
Does EventsBee insurance my events?	No. EventsBee holds platform-level liability cover, but individual event insurance (e.g., cancellation or damage cover) is the responsibility of the consumer and vendor. Vendors are encouraged to maintain public liability insurance.

This FAQ is regularly reviewed compliance. Need help? Contact us at eventsbee30@gmail.com

Last updated: October 04, 2025.