



CHECKLIST: Required Booking Details

- Venue name and address
- Guest count for us to prepare for
- Parking instructions
- Name and cell number of who to contact upon arrival to assist with parking
- When/how final payment will be made and by whom
- Final Menu

FAQ's, Terms & Conditions

What ice cream flavors do you have?

We carry a variety of ice cream flavors, typically 9-15 flavors depending on inventory. Standard flavors include: Vanilla, Chocolate, Salted Caramel Truffle, Black Raspberry, Mint Chocolate Chip, Cookies & Cream, Cappuccino Bean, a non-dairy option (typically Wildberry), an Italian water ice flavor, and a sugar-free option. There are also always several specialty and seasonal flavors that change regularly. We aim to have an option for every dietary need!

How quickly can you serve people in line?

We can serve 200+ people per hour depending on the menu you choose. With a name like Lickity Split, you can expect a fast-moving line and sweet treats arriving in hand quickly!

Weather Policy

Heavy rain, extreme winds, and hail make it both difficult and hazardous for the truck to be on the road. We will make every effort to arrive on time, but cannot guarantee availability if the weather ends up affecting the travel conditions. We assume no liability of any kind of loss or damage caused by weather conditions. In the event of inclement weather, Lickity Split may have to discontinue service and refund your deposit due to unsafe working weather conditions.

Service/Travel Fee

Each private event includes a Service/Travel Fee that covers the cost of gas, employee wages, taxes, fees, and insurance. Any event location within the town of New Holland has a 75.00 service/travel fee. Locations beyond New Holland will have an increased travel fee based on distance, with a max of 250.00. The destination radius is a 1-hour max drive time from New Holland, PA and only within Lancaster County.

Payment

In order to secure your event date, a deposit of 100.00 is required. Large events may request a higher deposit. The deposit is non-refundable (with the exception of weather-related cancellations) and is deducted from your final invoice. All final payments must be made on or before the day of the event by cash, check made payable to Lickity Split, or credit/debit card (via online invoice).

Accessibility & Parking

Though your venue location may be within our travel radius, it may still be impossible or impractical for us to reach you depending on your surroundings. Hill grades, road conditions, and clearance are just a few of the factors that play a role in this decision. The ice cream truck is 30 feet long and due to the length and positioning of the wheels, it is unable to safely drive up inclined driveways and roads. Please keep this in mind when choosing a parking location and if the venue has an incline.

Set Up & Clean Up

The Lickity Split staff team arrives at least 10 minutes ahead of service time in order to park and set up unless discussed otherwise with staff while booking. Please allow at least 10 minutes for the staff to set up and 10 minutes to tear down before departure. The actual setup time may go quicker or take longer than the estimated time based on the customer's preparedness, traffic, weather, and/or any other unforeseen factors. A tip jar will be placed out by staff. Please inform the booking manager ahead of time of any decor or signage to be provided by the event host.

Cancellation Policy

All non-weather-related requests for re-scheduling are at Lickity Split's discretion/availability and must be requested at a minimum of 48 hours in advance by calling/texting. We will do our best to accommodate rescheduling requests but cannot cancel another scheduled event or personal affairs if it conflicts with your new time/date.

Permit Requirements & Electric Requirements

It is the responsibility of the booking host to inquire about the proper permits needed for the truck to be serving at the venue location. The ice cream truck is self-contained and has a quiet generator onboard to power the truck. No plug-in is required.

Restrooms

Restrooms must be made available to Lickity Split staff during the duration of the event.

Acceptance of Terms & Conditions

Your payment of the 100.00 booking deposit confirms your agreement to Terms & Conditions.