



## Terms & Conditions

### 1. Bookings

1. It is the responsibility of the hirer to provide all the necessary information required on the booking form at the time of booking and to ensure that this is true and correct. This includes but is not limited to, informing Slumber Buddiezzz of where the equipment will be installed including the floor level, and the proximity to parking. Should Slumber Buddiezzz be required to carry the equipment up or down steps, the hirer must inform Slumber Buddiezzz at the time of booking. This will enable Slumber Buddiezzz to plan the delivery and installation of the hired equipment
2. Where the hirer has withheld relevant information from Slumber Buddiezzz, which effects the delivery of the equipment, Slumber Buddiezzz reserves the right to refuse the delivery and installation. It is the responsibility of the person(s) hiring the equipment to ensure that all reasonable steps are taken to avoid injury or prevent damage of the hired equipment.

### 2. Hirer

1. It is the responsibility of the person(s) hiring the equipment to ensure that all reasonable steps are taken to avoid injury or prevent damage of the hired equipment.
2. It is the hirers responsibility to ensure that all of the equipment maintains its original condition for collection the next day. Any damage or lost items will be charged. The hirer has the right to look at equipment before we leave and let us know of any damages prior to our departure. The hirer will not be responsible for any damage caused during the installation by a member of staff of Slumber Buddiezzz.

### 3. Prices, Deposits & Payments

1. All prices are subject to change, however prices quoted at the time of booking will be honoured.
2. A non-refundable deposit of £50 is required at the time of booking to secure your event date. Deposits can be paid by PayPal or bank transfer. We also require a fully refundable security deposit of £50, which will be refunded within 72 hours of the party end time providing there is no damage or loss to any of the equipment.
3. The remaining balance based on the number of tents required and any extras, is to be paid in full 14 days prior to the event date so that we have cleared funds in our bank account prior to delivery of the goods. Payments not made within this time frame will result in the cancellation of your event with no exception.

### 4. Cancellations

1. Slumber Buddiezzz require 14 days notice of cancellation. The holding deposit to secure the date is non returnable.
2. If a hirer would like to change the date of a party a minimum of 14 days notice is required.

### 5. Equipment

1. All hired equipment remains the property of Slumber Buddiezzz at all times.



2. Any damages or stains to tents, bedding or any other hire equipment will result in the holding of the £50 security deposit. Should this not cover the cost of cleaning, or replacement, additional charges will be invoiced to the hirer to cover these.
3. Any damage to equipment caused by neglect, misuse, loss or failure to follow instructions provided, will deem the hirer liable for full repair or replacement costs in addition to any loss of business. The security deposit will be held in full or as part payment and any additional costs will be invoiced to the hirer.
4. All sizes quoted are approximate.
5. Slumber Buddiezzz reserves the right to substitute hired equipment with that of a similar value and type without notice in the event of previous loss or damage.
6. Equipment shall be used only for the intended hired purposes. Climbing or hanging on to the tents is dangerous and **MUST NOT** be allowed.
7. It is the responsibility of the hirer to ensure duty of care and supervise children at all times with the hired equipment.
8. Slumber Buddiezzz recommend our services for children of the age of 6 and over. It is the responsibility of the hirer to ensure that any children below the age of 6 are supervised at all times whilst using the equipment. Children under the age of 6 must not be left overnight in the hired equipment unsupervised.
9. **Smoking is strictly prohibited** for fire hazard and to prevent cigarette smoke odour on the tents and equipment. If this is ignored and the equipment is returned having been in a smoke environment, the security deposit of £50 will not be refunded and will be used to clean or replace the equipment as necessary.
10. All shoes, and sharp objects should be removed prior to use of the equipment.
11. Slumber Buddiezzz asks the hirer to refrain from allowing pets on or in any of the equipment. Should the equipment require extensive cleaning due to pet hair, part or all of the security deposit will be held to cover the cost of cleaning.
12. To avoid stains that we cannot remove, Slumber Buddiezzz ask the following:
  - Any nail varnish recently applied must be completely dry before entering the equipment. It is the responsibility of the hirer to ensure this.
  - No food or drink is to be consumed on or near the equipment
  - If children are wearing any makeup, we ask that this is fully removed before snuggling up in bed.
  - No fabric pens are used in other around the equipment
  - No pens, paints, crayons or markers are used in around the equipment
  - No glow sticks are used in or around the equipment.

## 6. Delivery, Installation, Site locations, Facilities and Conduct

1. All equipment is delivered, assembled and styled by Slumber Buddiezzz and included in our prices within a 15 mile radius of Chellaston, Derby. If the hirer lives outside of this 15 mile radius, a quotation cost for delivery will be provided.
2. Slumber Buddiezzz will ensure that all equipment is safe and working prior to installation at the event.



3. In the event of traffic, or any other uncontrollable circumstances preventing us from delivery of the equipment at the agreed set up time, Slumber Buddiezzz will be limited to a refund of any monies paid in relation to the contracted event or a pro rata reduction fee in the hire fee in the event of a delayed start. No further compensation will be paid.
4. It is the responsibility of the hirer to check that they have adequate room for the required tents and suitable access and parking for delivery and installation of the equipment.
5. The equipment must be installed in the hirers house on the ground floor. Should the hirer wish to hold the party upstairs or in an external building, they should inform Slumber Buddiezzz at the time of booking, with all the relevant information including but not limited to the floor level and the proximity to available parking for Slumber Buddiezzz. In such an event, this may incur an additional charge which will be quoted at the time of booking.
6. The hirer must ensure that the party area is clean and safe ready for the installation of the equipment. If the area isn't deemed clean this may result in part or all of the security deposit being held.
7. The hirer must ensure that the space is cleared prior to our arrival. Slumber Buddiezzz will not be responsible for moving the hirers furniture or belongings in order to make room for the equipment. If Slumber Buddiezzz has to wait for the area to be cleared on arrival, this will result in a charge of £1 per minute that Slumber Buddiezzz is kept waiting, which will be deducted from the security deposit.
8. Slumber Buddiezzz reserves the right to refuse delivery and installation should the venue or site be deemed unsuitable. In this case the the full hire fee will be due and non returnable. The security deposit of £50 will be refunded to the hirer.
9. Once the equipment has been installed the hirer agrees to not move or tamper with any of the equipment.
10. All equipment must remain inside the home at all times.
11. It will take between 60 - 120 minutes for Slumber Buddiezzz to install the hired equipment. We ask that during the installation, the area is kept free of distractions, so as to not delay the installation process.
12. Slumber Buddiezzz reserves the right to remove equipment should they feel that the customers conduct or use of the equipment be dangerous to themselves, anyone using the equipment or the safety of the hired equipment. In all such cases, the equipment will be removed and no refunds will be given.
13. At no time will any level of abuse be tolerated towards Slumber Buddiezzz staff.
14. Slumber Buddiezzz will return the next day, at the agreed time, to dismantle and remove the hired equipment. A tour around the tents and items will be done prior to breakdown. Any delay in access to the hired equipment will result in a £10 charge per 15 minutes over the arranged time. Charges will be rounded up to the nearest 15 minutes delay.

Signature of Hirer \_\_\_\_\_

Name of Hirer \_\_\_\_\_

Date \_\_\_\_\_