

Hire Terms and Conditions - Florae By Camille - ABN: 55 095 296 011

GLOSSARY OF TERMS

- "Event Decorations": Refers to all items rented to the Hirer, including chairs, tables, marquees, arbours, floral arrangements, and props.
- "Owner": Florae By Camille.
- "Hirer": The individual or group temporarily renting equipment for an agreed fee.

SECURITIES, DEPOSITS & PAYMENTS

- Booking Deposit: A 25% non-refundable deposit is required to secure your event date.
- Confirmation: Hired items are not booked until the 25% deposit is completed.
- Large Volume Orders: Large volume event furnishing or marquee hire will attract a higher booking deposit and a higher security bond.
- Payment Methods: We accept EFTPOS and online payments through our secure Square system. Direct bank transfers are not accepted.
- Security Bond: A minimum-security bond of \$200 applies, refundable within 5-7 business days of collection provided items are returned in the same condition as hired.
- Final Balance: Full hire fees and the security bond must be paid in full no later than 7 days prior to the date of hire.

SELF-COLLECTION & DIY TRANSPORT

- Transportation: The Hirer is solely responsible for providing suitable and safe transportation.
- Loading & Securing: The Hirer must personally load and secure all equipment using suitable ropes, tie-downs, or ratchet straps.
- Liability: The Owner takes no responsibility for damage to the Hirer's vehicle or third-party property during transit.

DELIVERY, SETUP & PACK DOWN

- Charges: Quoted based on event location.
- Chair Requirements: All hired chairs must be cleaned and stacked ready for collection or return. Failure to do so results in a cleaning and labour fee deducted from the bond.
- Timing: Standard delivery/collection is between 8:00 AM and 4:00 PM; times outside this window may incur a surcharge.
- Site Access: The Hirer must provide safe and proper access. Deliveries are limited to the ground floor unless a suitable elevator is available.
- Pack Down Readiness: All items must be cleared of decorations and rubbish and be easily accessible at the end of the hire period.

MARQUEES & STRUCTURES (See Appendix A)

All Marquee and Structure hires are subject to the safety and compliance standards detailed in Appendix A: Terms and Conditions of Hire - Marquees. Key highlights include:

- Site Preparation: The Hirer warrants the site is clear, level, and free of obstructions.
- Underground Services: The Hirer is solely responsible for identifying and marking all underground services (irrigation, gas, power, water).
- Wind & Weather: Structures must be evacuated if wind speeds exceed 50km/h. Side walls must be removed/opened if winds exceed 35km/h.
- Exclusion Zones: No open flames, BBQs, or smoking are permitted inside or near marquees. BBQs/Heaters must remain at least 2m away from PVC surfaces.

SAFETY, CARE & LIABILITY

- No Modifications: Event Decorations must not be moved from the delivered address.
- Condition: The Hirer must ensure items are kept clean and in a dry state where possible.
- Insurance: Insurance is not covered by the Owner once items are delivered. The Hirer is responsible for maintaining appropriate liability and property insurance.
- Injury: The Hirer is 100% responsible for any injuries occurring during the hire period.
- Permits: The Hirer is responsible for obtaining any necessary permits for installations in public spaces.

LOSS, DAMAGE & CANCELLATIONS

- Replacement Value: Lost, stolen, or irreparably damaged items will be charged at 100% of the current replacement value. Cancellations:
 - 4+ Weeks' Notice: Refund of fees minus the 25% deposit and a \$30 admin fee.
 - 14 to 4 Days' Notice: Forfeiture of 50% of total hire fee plus a \$30 admin fee.
 - Within 3 Days: Forfeiture of the full hire fee.
 - Note: In all cancellation cases, the security bond is fully refunded.

PHOTO CONSENT

By default, the Hirer consents to the Owner using images of the setup for website and social media purposes (without using personal names or specific locations) unless the Hirer opts out in writing.