

**Terms and Conditions**  
**Attle Costumiers Ltd.**  
**FORM NO. ACLTC2020CO.**

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**ORDERS** are accepted by Attle Costumiers Ltd. (referred to as 'A.C.L.' hereafter) on the specific understanding that customers (referred to as the 'Hirer' hereafter) accept these terms and conditions.

**WEBSITE ADDRESSES.** We have 2 website addresses '[www.attlecostumiers.com](http://www.attlecostumiers.com)' & '[www.pantocostumes.co.uk](http://www.pantocostumes.co.uk)' These websites, although separate, are both under the umbrella company A.C.L. All invoices will be issued through A.C.L.

**PROCEDURES** must be put in place to ensure costume is well maintained, well cared for and treated with respect.

**SMOKING AND DRINKING** in costume is strictly prohibited. Water is the only exception.

**DAMAGE CAUSED** through any misuse will be charged at the full replacement value. In a dispute with regards to damage, the word and decision of A.C.L. is final.

**INSURANCE** is the Hirer's responsibility. This should be sufficient to cover the full replacement value of the items hired. A.C.L. can advise of the full cost of replacement value/compensation. The Hirer is also responsible for the hired items for the hire period (see below) including inward or outward carriage.

**ANY INJURY** that occurs while wearing costumes hired from A.C.L. is the responsibility of the hirer. Adequate health and safety procedures should be in place. The hirer must indemnify A.C.L. against any accident or damage.

**COVID POLICY.** Please see our covid guidelines published on our websites. Whilst we will take every endeavour to ensure a costume is clean and held in quarantine for at least 72 hours from previous hires before despatch, any required quarantine that the hirer may require will be their responsibility and included within their hire period. The hirer agrees that ACL is not held accountable for any supposed infection. Please also see our covid video statement via the link on our websites.

**A 'COSTUME'** is all, or any article of clothing and accessories comprising the 'look' for a character in any show, play or entertainment.

**FOOTWEAR** is not automatically supplied by A.C.L., however, where requested, new or second-hand footwear may be sourced and provided. Additional costs may be appropriate.

**SAFETY WEAR** Any items of costume that represent safety wear e.g.. hard hats, motorcycle helmets, police helmets/riot police helmets etc. etc. are only hired as 'costume' and are not intended to be protective wear.

**FIT OF COSTUMES.** Whilst every endeavour will be made to supply costumes to fit with the measurements provided, fit can only be guaranteed if a costume has been specifically fitted by A.C.L. technicians. Please take care when measuring your artistes. (See measurement videos the links are on our website) A refund will not be given for ill-fitting costumes, but in some cases extra items may be provided at no extra charge. This is at the discretion of A.C.L. Fittings can be arranged with A.C.L. and we highly recommend this service particularly for principal and character roles. Fittings would take place at a mutually convenient location. There may be additional charges for this service including labour, expenses and subsequent alteration costs.

**DESIGN AND MAKE TO HIRE SERVICE.** Costumes can be made to specific requirements. An estimate for this will be provided on request. Design, make, hire charges will be included in the estimate. All costumes will remain the property of A.C.L. This service is only available for principle and character roles and will require sufficient time. Please be aware of this when planning your production schedule.

**BESPOKE COSTUME MAKING SERVICE.** In addition to the above service, we can also offer a bespoke service. The customer would provide all the materials for this service and the costume would belong to the customer. Quotations for this service can be provided when given a design or reference to work from.

**THE HIRE DEPOSIT.** A deposit may be required for certain hires. This is at the discretion of A.C.L. In this instance it is 50% of the final hire invoice or credit card details and £1 transaction taken. Hire deposit may not be interpreted as representative of the full replacement value of item(s) hired. The Hire deposit will only be refunded when all and every item hired has been returned and checked to verify its state and condition. This also applies to all accessories provided, including but not exclusively gloves, lacings and any hosiery. If credit card details are left, The hirer agrees any reasonable charges can be taken from the credit card in this respect. The 50% deposit will be refunded in the manner it was received. i.e. bank or internet transfer. If a company decides that the costumes are not needed and have paid a deposit, then the deposit in full would be returned up to 4 weeks prior to the hire period. If there is less than four weeks the refund is non-refundable.

**RESPONSIBILITY** will not be accepted by A.C.L. for any consequential loss or damage caused by errors, or by delay in delivery, or from any other cause.

**FORCE MAJEURE.** Every effort will be made to carry out any contract, or order based on a quotation, but the due performance of its subject to variation or cancellation owing to an Act of God, weather, war, strikes or union action, lock outs, fire or any other cause beyond control, or owing to an inability to procure materials or articles except at increased prices due to any of the foregoing causes.

**ALTERATIONS.** A.C.L. understand that from time to time it may be necessary to carry out some alterations on non fitted costumes. However all alterations may only be **minor** and **temporary** e.g. trouser or skirt hems. All alterations must be reversed before hire items are returned to A.C.L. should alterations cause permanent or irreversible damage to hire item, hirers will be charged the full replacement value of the damaged items. Hirers are advised to contact A.C.L. for advice before undertaking any alterations as it may be possible to provide an alternative item.

**FULL PAYMENT** and settlement of accounts including all deposits, must be made before the costumes are despatched. Sometimes however this is not always possible due to scheduling, this will be at A.C.L. discretion. In this instance production and contact information will be needed and a purchase order number (PO) must be provided before the costumes can be released.

**POLICE COSTUMES.** When hiring police costumes it is necessary to be aware of the restrictions and advice from the Police Film Unit. Some guidelines can be provided. A separate terms and conditions page specifically dealing with these costumes will be required to be signed. Please be aware impersonating a police officer is a criminal offence and being in possession of a police baton which is considered an offensive weapon is also a criminal offence. Personal ID (driving license or passport) will be required and a copy will be needed for our records.

**LAUNDRY.** While it may be necessary to launder certain elements of costume such as shirts and tights (for example), most items on hire from A.C.L. would require specialist cleaning. If in doubt do **NOT** wash the items or seek advice from an A.C.L. representative. If there is any permanent damage caused by laundry then the full replacement value of the items will be charged. Laundry lists can be provided.

**RETURNS.** Costumes must be packed for return as sent i.e. individually wrapped and as specific sets/character with any hangars provided and outer packaging

**HIRE PERIOD** is by definition the length of time (including transportation to and from and any quarantine you require,) that the hirer is in possession of the items. Costing quotations are based on a 7 day/week hire-or part thereof. Weeks 2-5 are at 50% of the first week price each. Week 6 and onwards are at 25% of first week price each. This does not apply to Pantomime costume hire which is 100%/week or part thereof each week of the run including the technical rehearsal. At A.C.L discretion we are sometimes able to release costumes early for fittings at no extra charge.

**MEASUREMENT FORMS.** Male and female measurement forms are available on the links of our websites. Please also see our female and male measurement videos. The links are also on our websites.

**V.A.T.** is chargeable on all invoices at the current UK rate. All prices quoted should be assumed to be excluding V.A.T. (unless stated otherwise). Please ask if there are any queries.

**LATE RETURN FEES.** If costumes/hired items are not returned by the agreed due return date and time then late fees/additional hire may be applied. Any further reasonable costs that are incurred by A.C.L. may also be charged to the Hirer.

**CARRIAGE/COURIER.** These fees are chargeable to the Hirer and will be itemised separately on the estimate/final bill. Estimates can be provided to the Hirer. If Hirer should wish to collect/deliver the hired items, then this can be arranged with A.C.L. by appointment. Vehicle size can be recommended by A.C.L. There is also access to a man and van service, quotations and availability can be provided.

**IF YOU AGREE TO THESE TERMS PLEASE SIGN FORM NO. SIGNA CLTC2020CO. WHICH WILL BE PROVIDED TO YOU IN DOC FORMAT.**