



WWW.SWEETDREAMTEEPEES.COM.AU

BOOKINGS@SWEETDREAMTEEPEES.COM.AU

ABN: 37 209 459 694

TERMS & CONDITIONS

DEFINITIONS

“THE "BUSINESS” means Sweetdream Teepees

“THE HIRER“ means the person(s) hiring equipment.

“EQUIPMENT” means goods hired as they appear on the Booking Agreement.

"GOODS" means equipment and purchase items.

“THE AGREEMENT” means the Booking Agreement of goods ordered, including Terms and Conditions.

"EVENT" means the event, gathering or occasion, for which the goods are being provided.

“THE WEBSITE” means the business website www.sweetdreamteepees.com.au

BOOKING & PAYMENT

The business will retain a booking form/hire agreement for the hire of the goods, which the hirer will be supplied upon request. If the agreement is not signed by the hirer this does NOT forfeit the agreement.

The hiring charge is for the agreed hiring period. Typically, a 24-to-48-hour period.

Bookings are confirmed after the deposit, paid via bank transfer, is received.

The deposit should be paid upon acknowledgment and acceptance of the terms and conditions of this agreement.

The deposit will contribute towards the overall cost of the invoiced amount.

Final payment is due 7 days prior to delivery/event date. Final payment not received prior to this may result in cancellation of the event.

Final payment may be in the form of bank transfer or cash.

CANCELLATION OR RESCHEDULE

A cancellation fee of 100% of the deposit amount will apply if the Hirer cancels within 7 days of the event date.

Outside of the 7 days the event date can be rescheduled (subject to availability). If the event date cannot be changed the Hirer will forfeit the deposit.

Deposit will be refunded if Event is cancelled within 48 hours of deposit being received.

The business reserves the right to cancel the hire booking at any time, in the unlikely event of this happening, a full refund will be provided. The Business will not accept responsibility or liability for losses, or any other costs incurred as a result.

DELIVERY & SET UP

The business will deliver goods to the nominated address and any delivery charges are included in the quoted price.

Goods will only be delivered directly to the Hirer at the nominated address and agreed upon time. Failure for the hirer to be present for delivery will result in cancellation of event and cancellation policy will then apply.

It is up to the Hirer to inspect goods upon delivery and report (to The Business) any damage or discrepancies to the hire agreement whilst the business is present. The business may, through negotiation and agreement with the Hirer, attempt to resolve any faults or discrepancies prior to the event where possible. The Business is not obliged to compensate the Hirer for any damaged or discrepancies reported after the event.

The Hirer is responsible for making sure there is enough space available to set up. All furniture is to be moved out of the way before we arrive to set up for the event and that the area is clean. Space required is listed in the FAQs.

DAMAGED OR MISSING EQUIPMENT

Loss, damage to or breakage of equipment during the hire period is the responsibility of the hirer. Repair or replacement charges for damaged equipment will be actioned after the hire date.

All goods are delivered in good and workable condition. Should any item be found to be damaged or faulty, it should be reported before continuing to use the item. Where it is not reported prior to use, the hirer will be charged the cost of the repair/replacement of the item(s).

The Business reserves the right to replace/fix faulty Equipment during the hire period to the satisfaction of the Hirer. Should the equipment be shown not to be faulty a call out charge may apply. The Hirer should not attempt to repair any faulty Equipment without prior consent from the Business.

Any items that are returned stained or excessively dirty will incur a cleaning fee of \$20 per item. Linens do not need to be washed. No cleaning fee will apply for cleaning of linen unless they are stained or excessively dirty.

There is to be no smoking around the tents as it is a fire hazard and it also prevents tents smelling of smoke. If items come back smell of smoke the cleaning charge will apply.

INSURANCE

Insurance is the Hirers responsibility.

LIABILITY

The Business will not be liable for any personal injury, death or damage to property due to faulty Equipment or material, misuse of Equipment, workmanship or negligence.