

**TERMS AND CONDITIONS OF HIRE
FOR CELEBRATION CHINA HIRE LTD
CCH - denotes Celebration China Hire Ltd.**

- 1/ It is the customers responsibility to keep all hired items, including their carriage boxes/bags, safe, dry and in the same usable state to which they were delivered in.
- 2/ CCH delivery service is to the ground floor only, unless the use of lifts are available. It is the customers responsibility to ensure all items ordered will fit through the required doors, gates, corridors etc.
- 3/ CCH can refuse to leave required hired items, if full payment, including the deposit has not been paid. There is not a person willing to sign for the delivery. The premises to which the delivery is to be made is locked or inaccessible. The hired items need to be carried more than 40ft from a CCH vehicle.
- 4/ Any query regarding any item hired MUST be brought to our attention prior to use. The breakdown of an electric item will be considered at the time of the breakdown. Photographs and evidence must be obtained for CCH to consider any queries made.
- 5/ All hired items are for a maximum of 3 days, unless an alternative hire length has been agreed with CCH. A 2nd hire charge may be made for any or all items kept longer than arranged.
- 6/ All items hired should be boxed/bagged in CCH carriage boxes/bags ready for collection from one location on the day and time arranged. Any clearing, boxing or bagging required at the point of collection will be charged at £20 + vat per 20 minutes taken.
- 7/ Any linen hired from CCH must be shook free of any debris and be dry before being placed in our linen bags. Be aware that the use of candles, table confetti and pens can leave un removable burns and stains on table linen. Damp/wet linen will go mouldy in linen bags. Any linen returned un usable, the customer will be charged for the items replacement.
- 8/ It is the customers responsibility to ensure all hired items are either returned to CCH, by them or are all put together in one location for CCH to collect.
- 9/ CCH carriage boxes/bags are the only items counted at the point of collection. All orders hired CCH from will be individually counted and checked at CCH address. Customers will be informed of any missing items and/or any items deemed damaged and un-useable. The cost of replacing these items will be deducted from the deposit made, before the remainder is then returned to the customer.
- 10/ Any items found by the customer after the return, or collection of their order, may be returned to CCH for a refund of the cost of replacing the item. CCH will not make any addition collections for items found.
- 11/ CCH reserves the right to adjust hire prices up to the point that full payment for the order placed has been made.
- 12/ CCH will not accept any damage or injury incurred or caused by the use of, or the moving of any hired item from CCH.
- 13/ CANCELLATIONS. Hire value not including delivery, collection and V.A.T. The minimum days notice to be given to CCH prior to delivery or customer collection. The cancellation of between 10-25% of order value min 7 days. 50-75% = min 21 days, 75-100% = min 28 days.

I HAVE SIGNED, PRINTED AND DATED BELOW THAT I HAVE READ, UNDERSTOOD AND WILL ABIDE BY THE ABOVE TERMS AND CONDITIONS OF HIRE SET BY CELEBRATION CHINA HIRE Ltd.

SIGN

PRINT

DATE

