

Terms of Hire

If a quote isn't confirmed within 24 hours of receiving, we can't guarantee equipment will still be available. No items are placed on hold until order is confirmed.

20% deposit required on confirmation of booking (local only, remote bookings will incur a larger deposit at discretion of UPH).

If goods are to be delivered, payment in full is to be made 1 week prior to delivery.

Items cannot be taken or delivered without payment in full.

Conditions of hire on back of contracts are binding.

Set up and pack up of hire items are the responsibility of the hirer unless otherwise organized prior and comes with an additional fee.

No adhesive tape of any form is to be used on any equipment. This will incur extra fees.

Charges will apply for damages and or missing/lost items.

Marquee hire

50% non-refundable deposit required on confirmation to hold white marquees.

50% non-refundable deposit required on confirmation to hold clear marquees.

Payment is required in full 7 days prior to the delivery date.

Clear marquees require close management if raining. Monitor closely and push out any pooling water. If unmanageable please contact Underwood Party Hire, please note this will incur a call out fee. If the clear roof is damaged this will be charged to the hirer.

Underwood party hire do not advise the use of clear marquees in moderate/constant heavy rain.

Returns

All items are to be returned by 4pm on the date specified.

Late returns will incur extra charges.

Any losses or breakages will be charged at replacement cost.

When items are to be collected by Underwood Party Hire, all items must be ready for collection, or another fee will apply for additional pickup.

All items must be returned in a clean manner. Extra cleaning fees may apply at the discretion of UPH

Linen must be returned dry, shaken, no mould, no drawings and candle wax free.

Cancellations

Cancellation day of hire will incur a 100% cancellation fee of hire charges.

Cancellation 1 day prior to hire date will incur a 50% cancellation fee of hire charges.

Cancellation 1 week prior to hire date will incur a 20% cancellation fee of hire charges.

Underwood Party Hire takes no responsibility for cancellations due to weather affected events.

(Above cancellation fees apply to general items only i.e tables, chairs, crockery, and catering equipment Marquees have separate cancellation Terms and conditions)