



## TERMS & CONDITIONS

By completing the booking form with Jigsaw Parties & Events you agree to the following terms & conditions.

### General

- ❖ Equipment is all the physical items including but not limited to: bell tent, mats, rugs, lanterns, fairy lights, tables, candles, soft play equipment, sensory equipment, silent disco equipment, mattresses, bedding and any other accessories hereinafter included in the rental contract.
- ❖ Completion of booking form and payment of a deposit on acceptance by Jigsaw Parties & Events constitutes a binding contract.
- ❖ We are unable to accept bookings from anyone under 18 years of age.
- ❖ We are unable to erect bell tents on artificial grass. Please reconfirm the size of real grass area available to Jigsaw Parties & Events before signing the booking form.
- ❖ All Jigsaw Parties & Events bell tents have a strict no smoking policy.
- ❖ During winter months, if the hire of a heater is selected there must be an adult within the tent at all times.
- ❖ Candles with flames are not permitted inside the bell tents. Battery operated candles will be provided if required.
- ❖ For your protection and safety, cooking is prohibited inside the bell tents. Fire pits and BBQ's can cause fires and the release of carbon monoxide.
- ❖ Fire pits should be sited a safe distance from the bell tent and should not be left unattended.
- ❖ For your own safety please do not charge phones and place them under a pillow within the tent.
- ❖ Pets are not permitted within the Jigsaw Parties & Events bell tents.
- ❖ All rubbish/recycling must be removed at the end of your event prior to collection. Jigsaw Parties & Events reserve the right to levy a charge, which will be deducted from your security deposit, for the removal of any rubbish or waste left in the tent.
- ❖ Hire price includes free delivery and collection within 10 miles from SS6 and SS8, mileage above this will incur delivery fees as follows – 10-20 miles £10, 20-30 miles £20 and 30-40 miles £30.
- ❖ The hire charges are based on the assumption that the site is a flat level firm ground (real grass) with easy access for motor transport and that no drains, cables or other services are buried beneath the surface or otherwise concealed. The hire charges do not include any making good or repairing of damage to the site.
- ❖ The hirer is required to select a site that is not susceptible to boggy or has poor drainage. Any flooding caused is the responsibility of the hirer.
- ❖ The hirer must ensure that any obstructions to the site are removed before Jigsaw Parties & Events arrives. This includes plants, shrubs, trees, vehicles and other materials. Jigsaw Parties & Events reserves the right to apply a discretionary surcharge if obstructions prevent work from commencing.
- ❖ Appropriate provision of parking must be supplied and all parking costs (if any), must be paid by the hirer in advance of Jigsaw Parties & Events arriving on site.
- ❖ The hirer is required to provide Jigsaw Parties & Events with either a plan showing the position in which the tents or equipment are to be erected or should have a representative on the site for that purpose. In the absence of a plan showing the position in which, the tents or equipment are to be erected, Jigsaw Parties & Events will erect the tents or equipment where they deem appropriate and shall be deemed to have completed the contract.

[www.jigsawpartiesandevents.com](http://www.jigsawpartiesandevents.com) 07889 906373 / 07931 790684  
[info@jigsawpartiesandevents.com](mailto:info@jigsawpartiesandevents.com) 15 Church Road, Rayleigh, SS6 8PL



### **Payment**

A non-refundable deposit of £50 must be paid to secure the date you require for all bookings (with the exception of teepee bookings).

A non-refundable deposit of £30 must be paid to secure the date you require for all teepee bookings.

The remaining balance is due 14 days prior to the event date. We will email you to advise that the remaining payment is due. Instructions on how to make payment of both deposit and final balance will be detailed in your invoice.

A £50 refundable security deposit is required for the hire of our bell tents, soft play and sensory packages and a £10 per tent refundable security deposit is required for hire of our indoor tents and wigwams.

This is required in addition to agreed charges and is payable at the same time as we request the balance of payment.

The security deposit will be refunded by bank transfer within 7 working days of the end of your hire period assuming no deductions are applicable.

### **Damages**

We know our tents and equipment will be in safe hands when they are hired but accidents do happen. So, please be aware that any damages will incur a charge. We will inform you within 5 working days of collection if there is any damage to our items. If any damage has been made to the items then we will notify you in writing with photographic proof along with an itemised bill for repairs.

### **Period of Hire**

The hire period is as follows unless otherwise agreed prior to your event date –

Day hire – Drop Off / Set Up between 8am and 10am and Pick up / Derig between 4pm and 6pm.

Overnight hire – Drop Off / Set Up between 8am and 12pm and Pick up / Derig between 12pm and 6pm the following day.

The items shall at all times remain the property of Jigsaw Parties & Events. The customer is solely responsible for the items during the hire period from the time of delivery until the items are collected and accepted back by Jigsaw Parties & Events.

### **Delivery, Installation & Collection**

We will deliver and install your items to the agreed location on your booking form.

Jigsaw Parties & Events will do everything possible to ensure your tent is erected at the agreed time and date, no responsibility or liability can be accepted for delays due to road accidents or severe traffic problems.

The tent and any other static equipment must remain in the position or location it has been set up in by Jigsaw Parties & Events. Incidents or damage caused by the movement of tents and equipment will be your responsibility.

Upon delivery, Jigsaw Parties & Events will confirm to the designated contact that the items have been set up and installed correctly and safely in a suitable location as per the booking.

Unless other arrangements have been made, all hired items will be collected by us at the location, date and time specified in your booking details.

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### **Insurance & PAT Testing**

We hold full Public Liability Insurance and each electrical item is PAT tested by a qualified Electrician. Certificates can be provided at any time.

### **Liability**

We ensure our electrical items comply with health & safety legislation and are maintained accordingly. Jigsaw Parties & Events will not be held accountable for any damage or injury caused to any property or persons whilst they are under your supervision and care.

In any event the limit of Jigsaw Parties & Events liability will not exceed the hire contract value.

### **Cancellation**

The deposit to confirm your booking is non-refundable.

Your hire booking will be treated as cancelled if the balance of the hire payment is not received by us 14 days prior to the event date unless alternate payment terms have been agreed.

If you cancel once you have paid the full cost of your tent hire, we are unable to return any monies to you, unless we are able to resell the bell tent for the period in question. In these circumstances we may offer the tent at a reduced rental to encourage a late booking and any money we recover we will refund to you.

In the event of extreme or adverse weather conditions making it impossible to erect the bell tent, Jigsaw Parties & Events cannot accept any responsibility or liability for losses or other costs incurred as a result. In this situation we will work with you to offer you an alternative date, where possible.

Jigsaw Parties & Events reserve the right to cancel your hire booking at any time. In the unlikely event of this happening, a full refund will be made, however Jigsaw Parties & Events will not accept responsibility of liability for losses or any other costs incurred as a result.

Should your chosen location cancel or terminate your booking for any reason whatsoever, no refund will be given by Jigsaw Parties & Events. In this case, please contact us as a matter of urgency and we will do our utmost to help you find an alternative site.

Cancellations must be made in writing to [info@jigsawpartiesandevents.com](mailto:info@jigsawpartiesandevents.com)

### **Force Majeure (unforeseeable circumstances preventing someone from fulfilling a contract)**

Jigsaw Parties & Events cannot accept any responsibility or liability for losses or other costs incurred as a result of acts of God including fire, flood, storm, natural disasters, war, sabotage or acts of terrorism, government sanctions, labour disputes including strikes, lockouts, boycotts or other industrial action, failure in the transportation of equipment or in the provision of services.

### **Complaints**

We maintain a complaint register which is reviewed regularly. Complaints relating to any of our business activities or services should be address to us either via post or our business email address.

**Further clarification on any of the above terms & conditions can be obtained by contacting us via post, telephone or our business email address.**

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