

# The Little Beach Bell Company

## Our Terms and Conditions

### **1. Payment**

1.1 To secure a booking a payment of the full hire charge will be taken unless another amount has been stated in the invoice

1.2 Payment must be made by bank transfer, details of which can be found on our website.

### **2. Cancellations and Amendments**

2.1 All cancellations must be in writing via email.

2.2 If you cancel more than 21 days before the agreed hire date you will receive 50% of the full hire charge back.

2.3 If any cancellations are made less than 21 days prior to the agreed hire date there will be no refund.

2.4 Should you wish to amend your booking in any way please contact us. We cannot guarantee that we can change dates or provide further equipment due to other bookings and commitments. We are always happy to assist if we can.

2.5 Once we have received full payment you may still make amendments, however we will not be able to refund you any differences, unless within the specified refund time periods as stated above (see 2.2/2.3)

2.6 If you wish to add more items costing more than originally invoiced, an additional invoice will be issued.

### **3. Refundable Security Deposit**

3.1 A security deposit of £75 per tent will be required when booking. This will be included in your invoice details.

3.2 Deposits can be made by bank transfer or cheque – which will not be cashed at that point. Providing all is well, the money/uncashed cheque will be returned to you within 14 days following the hire period ending.

3.3 Cheques will not be cashed unless items are not returned or are returned faulty or broken.

3.4 If the cost of repairing/replacing items comes to less than the safety deposit a cheque/BACS transfer refunding you the un-used money will be issued within 14 days of the hire period ending.

3.5 If the safety deposit does not cover the cost of any repairs/replacements then an invoice will be issued for the outstanding amount and the hirer will have 14 days in which to pay.

### **4. Items for hire**

4.1 When items are received – on arrival at your chosen camp site - it is your responsibility to check items and contact us immediately if you are not satisfied with the condition of any items or if you have any concerns about the tent or items loaned to you.

4.2 Items are the sole responsibility of the client while on hire.

4.3 Unattended products remain the responsibility of the client during the hire period.

4.4 You will be liable to replace them with like for like if they are lost, damaged or stolen.

4.5 We check the condition of all of our items before we hire them and will not provide you with substandard goods.

4.6 We take no responsibility for any injury or damage our items may cause to persons, objects or premises while the items are signed out to you.

4.7 No items must be altered in any way. If we find an amendment has been made we will regard that item as broken and you will be liable to charges.

4.8 Breakages will be charged at the full retail cost of replacement. If an item is damaged so it is no longer able to be hired it will be classed as broken. In the instance where an item is made up of a number of individual pieces and one of those pieces is broken or lost, the cost of replacing that item will be required. You will be informed of this cost within 7 days after the hire period.

4.9 If, for circumstances beyond our control, an item you have hired is no longer available we will inform you and try to match your item like for like. If you are unhappy with our choice a refund for that item will be made to you.

## **5. Delivery and collection by us**

5.1 It is your responsibility to inform the campsite that we are coming to put up your tent(s). You will need to provide us with the campsite address and any additional details, if you have been given them, about checking in, including the earliest time we can be on site to set up.

5.2 To ensure your tent is ready for you, we require an hour to set up before your arrival.

5.3 At the end of your holiday, we need an hour to clear the site. Therefore you must confirm with the campsite, the latest time which the pitch must be cleared in order to give us time to take the tent down.

5.4 DO NOT attempt to take down the tent yourself.

5.5 We require you to make sure all guy ropes, pegs and doors and flaps are secure before you leave and that all rubbish is removed from the site and the tent is swept out with the brush required.

5.6 A tag tie will be provided for you to secure the tent when you leave.

## **6. Safety**

6.1 You, as the hirer of the items, agree, for yourself and on behalf of the other occupants of the tent(s) you have booked:

- that no smoking is permitted in or around the tent
- not to use any heating, cooking or gas appliances or electric heaters, or any fire, candle or other naked flame in the tent or in close proximity of the tent.
- that lighting must only be used if powered by batteries.
- to keep the tent dry and secure and in particular to close any door fastenings when the tent is vacant or occupied .
- not to tamper with the structure or any part of the equipment.
- not to suspend or fix any item from the tent.
- not to bring animals into tents.

6.2 Little Beach Bell Company retains the right to cancel the booking if they believe the weather conditions are too extreme and therefore jeopardise occupier safety and damage to the tent. This may include forecast high winds or flooding. If we choose to cancel a full refund will be made to guests.

## **7. Complaints**

7.1 All complaints must be in writing via email and will be responded to within 10 days.

## **8. Confidentiality**

8.1 Please see information about this in our Privacy Statement on our website.