

HIRE TERMS AND CONDITIONS

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Placing an order with us verbally, by phone, internet or any other method of communication constitutes you have read, understood and agrees to the following terms and conditions.

Please read this agreement carefully. Upon entering into this agreement, you the hirer, agree to be bound by the terms within.

These are the hire terms and conditions upon which will form a binding contract with you.

Hirers should ensure that they or their representatives are at the delivery address on event date unless otherwise agreed. All charges including delivery and collection will be quoted when order is made and an invoice will be sent to you, once the booking has been placed and payment of a 25% **Non refundable booking fee** has been made these prices will be deemed to be the contract price.

YOUR RESPONSIBILITY

Please note hired items may contain some small marks & scruffs however we do our up most to ensure all are in "good" condition.

Standard laundering of hired textiles are included in all of our prices, which include stains from food and drinks and light scuff marks from shoes. We consider these stains as part of an event & therefore will not be invoice additional charges. However, if upon inspection after your event we find that irreversible or damage through mistreatment has been caused to our hired items for example rips, evidence of guests drawing on the linen, cigarette burns, candle wax and excessive food and drink stains etc then this will result in "the Hirer" invoiced to replace the damaged stock.

Please ensure items chosen in your package are suitable for your venue, please take consideration of height and width of each large props hired as well as set up times for each item and suitability. Dance floor require a minimum **1 hour** to be installed, Heart arch requires a minimum of **1 hour** to assemble.

Please note all hired items are the responsibility of the hirer until collection by "A Touch of Class Events (UK) LTD"

Delivery and a standard installation to your venue are included in your payment, if you require items to be moved to a different location in your venue a further installation charge will apply. We do not allow self pick-up, we cannot be held liable for failure of delivery and installation due to events outside of our control. If we do not have access for delivery or collection as agreed, we will have to make an additional journey which will incur an additional fee. A name and phone number of a contact at the designated venue must be provided with each booking.

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PAYMENT

A **non-refundable** 25% booking fee is required (unless stipulated by promotional terms) in cleared funds to reserve your booking. The remaining balance is payable in cleared funds no later than 4 weeks prior to the event.

If the required event date is within 4 weeks of placing your order, payment is required in full at the time of order. Given the deposit conditions imposed upon us by our suppliers, this payment would be non-refundable.

If the balance payment is not received we reserve the right to withdraw our acceptance of your order. Delivery will not be made without receipt of the full invoiced balance.

“A Touch of Class Events (UK) LTD” reserves the right to alter prices and the availability of products excepting that once the deposit has been paid the price is fixed.

You must pay Us the Fees for the Services using any of the following methods:

- **Bank Transfer**

Amendments

You may request changes to your Booking at any time at least Twenty Eight calendar days before the date of the Event. We will use reasonable endeavours to accommodate any requested change, but We shall be under no obligation to do so. If we do make a change requested by You, We shall be entitled to amend the Fees as a result of the change in accordance with the Price List, and if We do so We will notify You of the amended Fees within Five calendar days after receiving the request to make the change.

The following applies after you have sent us your notification:

- Package prices are offered at a lower combined cost for all items within that package, any item removed has no bearing on the cost unless it was added as an add on item.
- If You wish to add items and accept the amended Fees, You may confirm the change and the amended Fees to Us in writing via email; or
- If you are not willing to accept the amended Fees, You may confirm to Us in writing either that You wish to:
 - be provided with the Services at the original Fees agreed and without the requested change; or
 - cancel Your Booking on and subject to the cancellation provisions in these Terms and Conditions; or
 - If You do not let us have any of the above confirmations within Five calendar days after We notify You of the amended Fees, the Booking shall remain unchanged and We will provide the Services at the original Fees agreed and without the requested change.

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Period of Hire

The standard hire periods for all of our items including the Large LED Letters are 1 - 2 days. Extended hire periods are available and can be quoted for. Hire period shall commence when the hire items are set up and left at the designated venue and shall terminate when the hire items are picked up by "A Touch of Class Events (UK) LTD" The person booking the items for this hire period must be the intended user.

During your hire

The person making the booking is responsible for the hire items during the hire period. Once items are set up they are **NOT** to be moved by any persons, if items require being moved to a different location an additional set up fee will be charged and only those acting for "A Touch of Class Events (UK) LTD" are permitted to move items for the duration of the hire period, unless previously agreed with "A Touch of Class Events (UK) LTD". Guests are **prohibited** from placing/leaving drinks or food on top of large props, climbing, swinging or standing on the free standing Large LED letters and Props, children are to be supervised at all times and should not be left unattended when near the Large Free-Standing LED Letters and/or Heart or Floral Arch Ways and Flower Walls. **Please note (These are all free standing/portable equipment which will fall if they are climbed on or swung on).**

Damages

Should any damages occur while our props are under your care then we will notify you of said damage in writing, with photographic evidence and an itemised bill. We will then raise a separate invoice for this amount 7 days after contacting you to inform you of the damage.

CANCELLATION AND CHARGES

You are eligible to 14 days cooling off period from the date of agreement

- In the event of a cancelled booking, more than 6 months in advance (in addition to the non-refundable booking deposit) will incur a **25% cancellation fee**.
- If, at any time You cancel the Services, We will be entitled to keep some or all of the amounts that You have paid Us, and You must also make payments to Us, as follows.
 - Payment in full is required one month in advance for all other services. e.g., Venue dressing, Catering (Sweet Cart/Chocolate Fountain) Large prop Hire or additional hire items.
 - Functions cancelled more than 1 month and up to 3 months prior to the wedding will incur a 50% cancellation charge.
 - Cancellations made up to 1 month prior to the wedding will incur a 100% cancellation charge
 - (Charges are calculated as a percentage of the total booking value including extras at the time of cancellation)

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NB: We always recommend taking out wedding insurance in the unfortunate event you have to cancel your booking.

LIABILITY

“A Touch of Class Events (UK) LTD” will not accept any liability whatsoever for injury or damage to persons or property sustained arising from any equipment under hire from “A Touch of Class Events (UK) LTD”. All of our electrical items adhere to health and safety legislation and are PAT tested. “A Touch of Class Events (UK) LTD” does have full Public Liability Insurance (PLI), certificates are available upon request.

Thank you for choosing us for your event, please sign and date below to confirm that you have read and agree to our terms and conditions and scan or return to us at the address listed on your invoice, a copy will be sent to you via email or post.

Print Name:

Signature:

Date:

