

**1 Terms and conditions of hire service**

* 1. All equipment and hire items are the property of Luxury Weddings and Events and remain so at all times throughout your hire.

**1.2** By accepting these terms and conditions, you agree that you are solely responsible for the hire items at all times throughout your hire, from the set up or collection of the items until collection of the items or they are returned by you.

**2. Payment Terms**

**2.1** A non-refundable deposit of 30% is due upon booking. Your items are not reserved until the deposit has been confirmed as received. You will receive confirmation of your booking and receipt for your deposit payment.

**2.2** The remaining 70% balance is due 4 weeks before the date of hire unless alternate payment options have been agreed in writing upon booking.

**2.3** If the customer wishes to pay the balance up this is acceptable however the customer must notify Luxury Weddings and Events of the payment to ensure that the bill can be amended to reflect the payment.

**3. Standard Hire Period**

**3.1** Unless specifically arranged at the time of booking, all standard hires are based on a total of 24 hours.

**4. Failure to Pay for or Return Items**

**4.1** If Luxury Weddings and Events are unable to collect any of the items hired at the agreed time a £25 fee will be charged to rearrange a new collection time for that day along with any additional travel expenses encored.

**4.2** If an agreement has been made to accept late payment, but a final payment deadline has passed, or if failure to pay a damage invoice has taken place, the debt will be passed on to a third-party debt collection agency.

**5. Hire Item Condition**

**5.1** As much as we try to eliminate marks and small stains form all linens and hire products, the items may not be brand new, therefore there may be slight imperfections.

**5.2** If an item you have booked is damaged or lost prior to your hire taking place you will be informed, and every effort will be made to replace the item like for like. If this is not possible or if this is unsatisfactory, you will be entitled to a refund for that item only. No further compensation will be due.

**6 Loss or Damage of Hire Items**

**6.1** You assume complete responsibility for loss of, or damage to the items you have hired (other than fair wear and tear) from the time the equipment is delivered to the venue/premises, up to collection. Where goods are evidently damaged or soiled a charge will be applicable to professionally repair or replace the item damaged.

**6.2** Damages include chips, scratches, broken parts, electrical failure, rips and stains.

**6.3** Unless prior agreed by Luxury Weddings and Events in advance, all props are for indoor use only; any items used outside are done so entirely at your risk.

**7. Colours of Items**

**7.1** All efforts have been made to represent the colour of items accurately in photographs, however there may be slight discrepancies with colour due to monitors potentially showing different saturation and or lighting. Every care is taken to provide the items as you expect them.

**8. Delivery, Set Up & Collection**

**8.1** Delivery and collection hours are between 09:00 and 17:00. Typically, we deliver and set up on the day of your event and collect the day after your event. Arrangements can be made to deliver the day before where possible.

**8.2** On the day of set up it is the customer’s responsibility to ensure that the venue is set up and ready to be dressed. Luxury Weddings and Events will not be responsible for moving any chairs or other furniture.

**8.3** If you are using the same function room for both your ceremony and reception, you must ensure that the venue is able to setup table décor items after the ceremony. We may be unable to wait until the ceremony is finished to dress the tables or move items unless pre-arranged with us.

**8.4** Any additional decor added to any of our hired products must be removed prior to our collection or costs may be incurred for the additional time taken to remove such items.

**8.5** Hire items must be available for collection at the time agreed from the delivery address, unless otherwise negotiated. The hired goods must be left overnight in a secure room and all items are collected in the same room.

**8.6** On collection of the items, we will not accept any goods other than those specified on your booking details. In the event that goods belonging to yourself or another vendor, they must be collected within 14 day or will otherwise be disposed of.

**8.7** Luxury Weddings and Events is authorised to contact the venue on your behalf to arrange delivery, set up and collection times.

**9. Travel Fees**

**9.1** Where services are provided out with a 10-mile radius of our showroom location, delivery fees may apply. A standard charge of 30p per mile is due for the delivery to set up and the return to collect journey.

**10. Cancellation Fees**

**10.1** Should you have to cancel your booking the following charges will apply:
Within 8 weeks of the event – 50% of total cost.
Within 6 weeks of the event – 100% of the total cost.

**10.2** Your 30% deposit is non-refundable.

**11. Payment & Quotes**

**11.1** Payment of your deposit is deemed an instruction of your booking in that you are in agreement to these terms and conditions. Items may however be added to your booking, subject to availability. Items can also be swapped, up until 6 weeks before your event start date (subject to availability), however the value must not go below the agreed total hire value. If you wish to remove items but do not wish to take other items in exchange, no refunds or part refunds will be applicable. You will be invoiced for any additional hire value.

**11.2** Quotes are valid for 7 days. After 7 days, if the deposit payment has not been made, prices may be amended where necessary due to material or produce costs increasing.

**11.3** Any additional payments incurred during or after the time of booking for issues such as delivery rearrangements and lost and damaged items will be requested through an invoice to be paid within 7 working days. Failure to do so will result in Luxury Weddings and Events seeking legal action to recover the outstanding payment.

**12. Equipment Safety**

**12.1** Electrical items are PAT tested and all items are checked before and after hire and undergo regular maintenance. Luxury Weddings and Events will endeavour to ensure the safety and safe handling of all goods.

**12.2** Luxury Weddings and Events is not responsible for any injury or damage to animals, property, persons, or objects arising from the use of any equipment under hire. Furthermore, we are not liable for any direct, indirect, or consequential loss, damage or additional costs that may arise as a result of the use of our hire items.

**13. Extreme Circumstances / Force Majeure / Cancellation by Me**

**13.1** In the event of extreme weather or road conditions which result in Luxury Weddings and Events being unable to safely deliver or collect the hire goods, we reserve the right to alter the arrangements for delivery or collection and shall not be liable to for any losses or costs to you that may arise as a result.

**13.2** Luxury Weddings and Events reserve the right to cancel in extreme circumstances that make your hire unviable, up to and including the day of your hire. Luxury Weddings and Events will not be liable for any compensation or additional costs you may incur as a result of our cancellation, however a full refund will be issued.

**14. Hire Refusal**

**14.1** Luxury Weddings and Events have the right to refuse a booking to you if we feel the items are not suited to the purpose of your hire, or if you, your company, or your event contradicts the company ethos.

**15. Copyright**

**15.1** All images, photography and wording on our website, Facebook page and other social media are copyrighted to Luxury Weddings and Events unless expressly confirmed otherwise. Our company name and logo are trademarked and may not be used by anyone other than Luxury Weddings and Events. Images may not be copied, printed or otherwise disseminated.

**16. Liability**

**16.1** If the full balance is not paid by the date of the event, we hold no responsibility to provide the hire items and hold no liability in this circumstance.

**17. Disclosure**

**17.1** Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by Luxury Weddings and Events shall be subject to correction without any liability on the part of ourselves.