



Bespoke Events & Hire

20 Karachi Close

Tidworth

Hampshire

SP9 7LW

Tel: 0800 2465108

Email: enquiries@bespoke-events-hire.co.uk

Web: www.bespoke-event-hire.co.uk

Contract for Hire

1. The event date will be held for you on a “definite” basis upon receipt of your initial 25% payment.

2. All above goods are supplied on a hire only basis and title remains with Bespoke Events & Hire.

3. The Hirer takes full responsibility for the goods under these terms and conditions and the Hirer shall be solely responsible for the Hired Goods not the reception/event venue/hotel/florist or any other third party to whom shall take possession of the Hire Goods. The Hirer shall be alone responsible for ensuring the Hired Goods are kept in good order from the time of receipt of delivery until back into the possession of the Hire. Therefore, agreement of a good provision of storage must be made and organised directly with any third party involved for any hired goods if you are leaving at the venue prior to our collection on the agreed date.

4. The hire period will be from the date of the event as stated on your Invoice and the hired goods will be collected by Bespoke Events & Hire after the event or the following day.

5. All goods are checked before collection and packed in relevant packaging to ensure no breakages happen during transit. All shortages or breakages, including chipped or cracked items will be charged at the replacement costs. This cost will be deducted from the security deposit (see 5). Customer's goods cannot be accepted as replacements. Chair covers damaged beyond laundry / ripped / torn or burned will be charged at £5 per cover and will be available for inspection if requested.

6. Our payment terms are as stated within your Invoice. A 25% deposit is required upfront (non-refundable) to secure your booking with us. The balance is then payable no later than 4 weeks prior to the date of your event along with a £50 security deposit to cover the costs for any damaged or missing items. The security deposit will be refunded in full within 2-3 working days after the date of your event providing the hired goods are returned with no damages and there are no missing items. If there are any damages/missing items then an additional Invoice will be raised and emailed to you along with our proof. It is then your responsibility to pay this Invoice no later than 4 weeks than the date stated on this Invoice.

7. You may cancel this contract at any time upon written notice to us along with your reason(s). Should you wish to cancel, you must notify us at your earliest convenience and email us at enquiries@bespoke-events-hire.co.uk. Your initial 25% deposit will not be refunded however, any outstanding payments will be cleared. If you have partially or fully paid your balance then this amount will be refunded in full. Your £50 security deposit will

always be refundable.

8. If you wish to change the date of your booking with us then you must notify us immediately. Should we not have the date available then the same cancellation and refund

policy applies. In the event there is a cancellation due to military deployments, cancelled leave, change of orders, we will also allow a cancellation, termination or reschedule of contract with a written cancellation letter and official orders. We will not charge any additional fees or penalise you for a postponement of an event that has to be rescheduled. We will reschedule your event and accommodate you with another date that allows us to carry over based on the availability of the date. However, in the event one of you becomes deceased due to the act of war, we will return and refund any unused services/goods as stated on your Invoice.

9. Should an unforeseeable event occur where we cannot provide our service/goods then you will be notified immediately. You will receive a full refund and we will do our utmost to find an alternative supplier that can provide you with the nearest equivalent service/goods.

10. Any goods returned, other than those supplied, will be held for the client's collection for 1 month and then disposed of. Bespoke Events & Hire reserves the right to substitute with the nearest type or size of goods, should the original choice of goods not be available for causes beyond our control however you will be informed.

11. Any materials hired must not be returned damp or wet. Damage resulting from mildew or other stains and burn marks that will not respond to laundering will be charged at full replacement cost.

12. The hired equipment is solely intended for use and storage indoors unless specifically designed and manufactured for use outdoors. If the equipment is used or stored outdoors the hirer is fully responsible for damage caused by the weather or any other associated hazard.

13. Should either party fail to comply with this contract, then they reserve the right to cancel any bookings made with immediate effect which they must notify the other party in writing along with their reason(s). Should this matter not be resolved, either party reserves the right to take the other party to court.

Declarations:

By paying your deposit you acknowledge that you are the Hirer and have read and agreed to the Terms and Conditions of hire.

Bespoke Events & Hire acknowledge that the above contact details are up to date and correct and we promise to abide to these terms and conditions.

Kindest regards,

Heidi Khan

Director of Bespoke Events & Hire