



TERMS AND CONDITIONS

SECURING YOUR BOOKING

Your date is secured upon receipt of payment of a £50 booking fee as specified on your booking form. Full payment, including the damage deposit, is required six weeks prior to booking, unless an alternative date is arranged on an individual basis. Your deposit payment is your acceptance of our terms and conditions.

CANCELLATIONS

The £50 booking fee is non-refundable but if your event is cancelled with six weeks notice, the balance will not need to be paid. If it is cancelled with less than six weeks notice, we will work with you to try to find an alternative date.

DAMAGE DEPOSIT

We hold a £50 damage deposit, which is detailed on your invoice and booking form. We know some wear and tear is inevitable and we always aim to refund your damage deposit; please take good care of our furniture. Costs will be deducted if anything needs repainting due to preventable staining (please read our care advice). The damage deposit will be refunded after your event.

CARE

Children must be supervised. Please ensure any drink spillages are cleaned up as soon as possible to prevent staining. If using face paint, any arts and crafts (colouring/icing/glue/paint) a tablecloth must be used (if you would like a separate table setup for this please discuss this with us –

it works really well to hire additional tables and chairs for arts and crafts areas).

Items must not be left outside overnight or in bad weather. If you are hiring furniture in an outdoor setting, it must not be exposed to rain. If it is left out without sufficient shelter (gazebo/marquee/igloo/bell tent), we will charge a damage fee.

Both our plastic and bamboo fibre plates and cups must not be put in a microwave and our bamboo fibre plates and cups must not be used to serve food or drink that is above 70°C.

CLEANING

Each hire item is cleaned and sanitised before and after each hire. Damages are checked for upon collection and before a setup. If you feel that an item hire does not meet suitable standards please let us know immediately. We ask that you do not use any chemicals on our furniture – leave the cleaning to us and just wipe spillages with a dry cloth.

DELIVERY AND COLLECTION

Delivery within a 5 mile radius from our HQ (CO4) is free. Between 5 and 15 miles from our HQ, delivery is a standard cost of £30. Outside of a 15 mile radius, delivery and collection is charged at £1 per additional mile. Our minimum setup is six. If the booking venue is 20 miles or further from our HQ (CO4), a minimum order of 15 chairs is required. Delivery and collection times will be individually arranged.

EXTENDED HIRES

When overnight or weekend hires are arranged, our furniture must be in a secure location overnight and not left outside. While in your possession, our products are your responsibility. The hirer will be responsible for the payment of any products lost or stolen.

SAFEGUARDING

We are DBS checked. We love seeing your photos. By sharing photos of your party with our products on social media, you agree to these posts being reposted and shared on our social media channels. Please be aware

of this and rest assured we will not repost any photos including children unless we have permission from the parent/carer.

INSURANCE

We are fully insured. We have public liability insurance that covers for up to £2 million.