Terms & Conditions

We reserve the right to amend these terms and conditions at any time.

Hiring/Design&Styling:

Styling may include hire items. Dry Hire does not include styling and set up.

Payment Terms:

A non-refundable deposit of 40% is due upon booking/signature of contract. If hiring, your items are not reserved for you until the deposit has been received by us and receipt sent to you. If you are opting for our styling service the date is not reserved until this amount is received and receipt sent. The remaining 60% balance is due 4 weeks before the date of the event, unless alternate payment options have been agreed between us in writing upon booking.

If full monies due are not paid by the date of the booking, we hold no responsibility to provide the hire or styling services.

Quotes:

Our costing quotes are valid for 30 days. If after 30 days, the deposit payment has not been made, prices may be amended to match our current pricing.

Cancellation:

40% deposit is non refundable. If full amount has been paid and the event is cancelled 6 months before the event date 60% will be refunded. 40% 3 months before, 25% 1 month before. Nothing will be refunded if the event is cancelled within the month.

Unforeseen/Extreme circumstances:

In the event of unforeseen extreme circumstance we reserve the right to alter arrangements and shall not be liable to for any losses or costs to you that may arise as a result.

We reserve the right to cancel in unforeseen, unavoidable, extreme, circumstances. We 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.

Hire Period:

Unless alternative arrangements are agreed at the time of booking, all standard hires are based on a total of three days:

Day one: delivery/pick up.

Day two: event.

Day three: collection/drop off.

Extended hire is possible and should be agreed at time of booking to ensure availability. This will be charged at 20% of hire total for each day.

Responsibility:

By accepting these terms and conditions, you agree that you are solely responsible for the hire items at all times throughout your hire period, from acceptance or pick up of the items until you return the items or they are accepted back by us.

Returns, loss damage:

If any items are not returned in the agreed time and we have not made an arrangement with you or heard from you, you will be charged 20% of the three day hire value for each additional day the items are away from us.

If an item is lost you have 7 days grace to look for items then you will be invoiced up to the full amount of a replacement item. Invoice payable within 14 days.

If items are not returned in the agreed time and this impacts another booking, you will be liable for the full value of the second booking.

Breakages, missing parts & damages to items will be charged up to to the full replacement value. We will inform you within 5 working days after the return of our items if we find any damage

Aesthetic accuracy:

All reasonable efforts have been made to represent our items accurately. Every care is taken to provide the items as you expect them.

Delivery & Collection:

Delivery within 10 miles of SG9 is free, there is a minimum order of £100. Delivery of smaller props 10-50 miles £20 and 45p per mile delivery. Delivery on Furniture items will have an additional charge as a second person is required.

Items must be available for collection at the delivery address (unless another location has been previously agreed), at the pre-arranged time.

The items are your responsibility until they have been signed over to us. If there is no one present to sign over the items when they are collected, you will be charged for items not made available for collection or deemed damaged by us.

If you are coming to collect items from our store you must ensure they are safe to travel with you. When returning items you must arrange a time before hand as items will need to be signed off as returned.

We will ask you to sign a delivery statement if items are being delivered to you, by signing this you are agreeing that items are in good condition. Once this has been signed no refund or reduction will be paid.

Risk Assessments & Safety:

We do everything we can to ensure our items are safe and safely installed. We carry out risk assessments for all our items before they are delivered/installed and for each event we design and style. Electrical items are PAT tested. Due to the nature and age of some of the items they may not meet current EC regulations.

Working at height:

Our insurance covers us to work at heights up to 3m. We have had ladder training and will not undertake work we deem unsafe.

Refusal:

We have the right to refuse to work with you if you or your event contradicts our company ethos.

Photography and Social media:

We will ask for your and your photographers permission before we share any images on our website or social media and if taken by a photographer always credit them and any other suppliers pictured.

If our work is captured and shared we ask that you make every effort to credit us and we ask your photographers to do the same.

Copyright:

All images and wording on our website and social media pages are copyrighted to us. Images may not be copied, printed or otherwise disseminated.

Privacy Policy:

We are committed to safeguarding and preserving the privacy of our clients. Any data we receive from you is stored securely this data may include your event date, venue, contact information, and details of your event and our dealings together.

Storing Your Personal Data:

Data we store:

Name

Contact details

Venue details

Dates of your event

Requirements of your event

Details of your event

Images sent to us by yourselves/photographer of your event, these will only be used with your photographer and yourselves permission.

We do our upmost to make sure that your data is stored securely. We will only contact you with communications relevant to your own unique event.

Sending information to us through the internet is at your own risk.

Disclosing Your Information:

We will not disclose your personal information to any other party other than if we are required to by law.

Access to Information:

In accordance with the Data Protection Act 1998 you have the right to access any information that we hold relating to you.

R&D