

contract

& TERMS AND CONDITIONS

Natalie Rose Events

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Terminology

1. "Props" – Items hired out by us to you for an agreed fee.
2. "We"; "Us"; "Our" – Natalie Rose Events.
3. "You" – Persons temporarily renting props and or services from Natalie Rose events for an agreed fee.

Payments

1. For prop hire only orders under £100, the total order amount will be due to book your date. For orders above £100, £100 is required to book your date.
 - a) The remaining order amount will become due 28 days before your event date.
 - b) Your date will not be secured without the booking deposit being made in full.
2. For venue styling services, £150 is required to book your date.
 - a) The remaining order amount will become due 28 days before your event date.
 - b) Your date will not be secured without the booking deposit being made in full.

Damages deposit

1. For hire only orders, the damages deposit will be become due 28 days before your event (with the remaining balance should there be one). If further items are added to your order, the damages deposit will increase accordingly.
2. After the event the damages deposit fee is then refundable - upon receiving the props in the same condition in which they were hired.
3. The damages deposit fee is refunded within 5 days of collection of the props. A portion of, or the entire deposit fee will however be deducted if the props are damaged beyond normal acceptable wear and tear. Where entire props or components from props are not returned, the full cost of the missing props/components must be paid for at the scheduled rate for each missing item. This fee is made up of the hire fee combined with the damages deposit and any additional remaining cost required to cover replacement of the missing items.

Hire Rates

1. Installation and set up is NOT INCLUDED in our hire only prices.
2. Rates cover hire of props over a forty-eight (48) hour period. Failure to have the props ready for collection on the agreed date will incur a late charge fee equivalent to one (1) day hire charge per day unavailable. Unless otherwise agreed.

Cancellations

1. Once you enter into the contract by paying the booking deposit a 14-day cooling off period commences. This means that should you wish to cancel the contract, you have 14 days in which to do so, from the day the booking deposit is paid.
2. If through circumstances beyond our control, we are unable to provide the props, then we may:
 - a) Make changes to the props provided
 - b) Cancel a booking by notice in writing.
3. We reserve the right to replace props with a suitable substitute in the event of unavailability.
4. You may cancel a booking but will forfeit any hire fees paid as follows:
 - a) If the booking is cancelled 28 days or earlier prior to the event date, provided you haven't completed the booking, the booking deposit will be non-refundable and £30 administration fee will be incurred. If the booking has been completed, a full refund will be given minus the booking deposit, plus a £30 administration fee.
 - b) Bookings cancelled less than 28 days prior to the event will be refunded 25% minus the holding deposit, plus a £30.00 administration fee.
 - c) Bookings cancelled within 7 days of the event date will be charged the full agreed fee and no refund would be given.

Delivery & Collection

- a) Deliveries are classed by size of your total order. Small orders are considered to be any order that does not require a van to deliver all the items in one trip. Large orders are all orders that require a van to deliver your items in one trip.
- b) You will be charged a delivery fee based on your initial booking. We will update you to any changes made should you wish to add more items to your invoice.
2. Delivery charges quoted are based on a non-specific time between 9am – 5pm.
3. A surcharge may apply for specific time deliveries.
4. You must provide safe and proper access to and from the site.
5. All props must be left in an easily accessible position at completion of the hire, otherwise hire charges shall continue until such availability has been provided.
6. Props on hire are not to be moved from the delivered address without written consent by us.
7. You must pack goods in their respective containers at the end of the hire period in a complete, clean and dry state. Unless otherwise agreed.
8. You are responsible for ensuring that props are available for collection anytime from 9am – 5pm on the arranged collection date.
9. Failed collections will be charged for.
10. All deliveries and collections are to ground floor only. Our count and decision as to condition of goods prior to dispatch and on return shall be final.

Loss or Damages

1. All props supplied on hire remain our property.
2. Props are not intended for use in wet weather conditions, as they may succumb to moisture damage. If any of the props are lost or damaged you must immediately notify us. You agree to pay for all goods lost, destroyed, stolen, damaged or not returned to us. In the event of the aforementioned, you also agree to pay hire charges until such items are returned or paid for at current replacement cost.

By paying your booking deposit, you are agreeing to these terms and conditions and therefore entering into a legally binding contract.