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**IMPORTANT – PLEASE READ CAREFULLY, PAYING PARTICULAR ATTENTION TO OUR DRY HIRE, DELIVERY & EVENT CANCELLATION TERMS. ONCE READ, PLEASE SIGN BELOW IN THE SPACE PROVIDED.**

## TERMS & CONDITIONS

### GENERAL HIRE

1. All quoted prices are subject to a standard rate of VAT at 20%
2. A non-refundable deposit may be required to secure hired items.
3. Installation & set up is **NOT INCLUDED** in our basic hire prices.
4. Extended hire charges will be applied to items not returned within the agreed time & will be charged on a pro rata basis.
5. Hire charges are payable even if items are returned as unused.
6. It is highly recommended that all items should be insured by the hirer from the time of delivery/or client pick up to time of collection/ client return.
7. The hirer assumes all responsibilities & liabilities once items have left Event Prop Hire premises, until they are returned to us. Where Event Prop Hire has offered a delivery and or collection service, once items have been delivered the hirer assumes all responsibilities & liabilities until they have been collected by Event Prop Hire.
8. The hirer undertakes all safety measures for hired goods in compliance with safety & fire regulations.
9. It is essential Health & Safety practice to keep all items away from heat sources as flammable materials may have been used in the manufacture of hire stock.
10. Unless agreed by Event Prop Hire in advance, all props are for indoor use only; any items used outside are done so entirely at the hirer's risk.
11. Electrical items should be tested by hirer prior to event usage.
12. Any labeled packaging provided with hired items should be stored by the client during the event and returned with the hired items. Any damaged or lost packaging will be charged for (excluding bubble wrap).
13. All electrical items are fitted with a 1m cable. If a longer cable is required, it is the client's responsibility to provide extension leads.
14. All props are used & therefore reasonable signs of wear & tear will show as they are continual hire items.
15. We reserve the right to replace props with a suitable substitute in the event of unavailability.
16. **All shortages, damages & losses will be charged for**, so please take adequate care to ensure that all loaned items are returned in the condition in which they arrived.
17. Event Prop Hire cannot be held financially responsible for any expense incurred between client & venue with regards to prop storage.

### EVENT CANCELLATION

**Cancellation of any event within 12 months of the delivery date will incur percentage cancellation fees of the Rental Invoice Total & are detailed below:**

- **Between 6 & 12 months – 10%**
- **Less than 6 months & more than 28 days before the first day of the hire period – 50%**
- **Less than 28 days & more than 14 days – 75%**
- **Less than 14 days - 100%**
- **No notice of cancellation given – 100%**

### PAYMENT

**UNLESS OTHERWISE AGREED, ALL PAYMENTS MUST BE MADE IN ADVANCE, AND MUST CLEAR AT LEAST 3 DAYS BEFORE YOUR EVENT.**

**BACS:** Please allow 3 working days for the transfer.

**Cheque:** Must be received at least 7 working days before the event.

**Cash:** Cash payments can only be made in person at our offices. We cannot accept cash payments passed to our drivers.

**Debit & Credit Cards:** A 2.5% charge is made on all transactions using VISA or MasterCard.

**Delivery terms –IMPORTANT –Please note the terms relating to the delivery service applicable to your event**

### 3<sup>rd</sup> PARTY TNT delivery (applies to small posted props)

18. Posted props arrive anytime between 9-5.30 Mon-Fri unless otherwise agreed.
19. Props must be re-packaged exactly as delivered & be available to collect anytime from 9am-5.30pm on the arranged collection date.
20. You are responsible for ensuring that props are available for collection at any point during the collection date.
21. Failed collections will be charged for.

22. Deliveries & collections are made by a 3rd party National courier delivery service. This type of service is occasionally subject to delays & non-deliveries. We advise clients to book the delivery to arrive a day before the goods are required in case of any delays

### PALLET DELIVERY (applies to 3<sup>rd</sup> party Pallet Box delivery/collection)

23. Props will be transported to & from the delivery address within a steel pallet cage.
24. The hirer accepts all responsibility for unloading & re-loading the pallet box.
25. You are responsible for storing the pallet box during the hire period. You must make sure that you have room to store the box safely & securely: the size is 2100mm high x 1200mm wide x 1200mm deep. The box may weigh up to 500kg when full.
26. A fork lift truck OR pallet truck will be required to maneuver the pallet box to & from the delivery truck.
27. Deliveries & collections will take place anytime between 9am & 5.00pm on the days of delivery & collection unless otherwise agreed.
28. Deliveries are made by arctic lorry to loading bay by one man only. You must ensure site access to the drop off point.
29. There must be a site contact available at all times during the delivery & collection days to sign for both the delivery & collection. You must provide us with the name of this person/s
30. If the driver cannot gain access to the drop-off or collection point, or fails to locate the site contact, or fails to obtain a signature then the driver will not deliver/collect the pallet box.
31. All failed deliveries & collections will be charged for.
32. All damages as a result of insufficient re-packing of pallet box or any missing props will be charged for.
33. Deliveries & collections are made by a 3rd party National pallet delivery service. This type of service is occasionally subject to delays & non-deliveries. We advise clients to book the pallet box to arrive a day before the goods are required in case of any delays.

### STANDARD VAN DELIVERIES AND COLLECTIONS

**IMPORTANT – Any alterations to the agreed delivery & collection details including dry hire terms must be authorised by your Event Prop Hire sales contact directly. Requests for alterations made directly to the driver on site WILL NOT be authorised.**

34. All deliveries are to ground floor loading bay by one man only. Help will be required for loading & offloading.
35. For dry hire deliveries & collections: all props must be moved by you to one location within the loading bay. Help will be required in loading & unloading the props. We reserve the right to charge you additionally if our driver has to disassemble the props or remove them from more than one location or transport them over different floors or rooms.
36. Any failed deliveries & collections will be charged for.
37. Deliveries & collections will be made within a four hour time frame between 9am-5pm Mon-Friday unless otherwise agreed.
38. Any unloading/loading to an area other than a specified loading bay which results in a parking penalty is payable by the client.
39. You must provide a representative to meet the driver at delivery & collection.
40. If you are not present for delivery or collection then our delivery note is final.

### INSTALLATION

41. Installation at a venue is quoted & charged for separately.
42. If Event Prop Hire is installing props, you are responsible for allowing sufficient time & access to the venue for set up.
43. We will use our artistic license in installing the props.

**I confirm that I am authorised to sign this document, and I fully agree to the terms and conditions.**

**Signed:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_