



Sandbach Party Supplies Ltd

Website: www.sandbachpartysupplies.co.uk

Email: info@sandbachpartysupplies.co.uk

Phone: 07703 467267

TERMS AND CONDITIONS

Last Updated: 01/03/2021

1. Bookings & Payments

- a. The 'Hirer' means the person signing the booking form for 'Hire of Equipment' The Hirer agrees that upon signing the booking form they accept the following terms and conditions.
- b. Provisional bookings made more than 14 days in advance of the event will be held for 48 hours before being automatically released, to confirm a booking the Hirer must pay a non-refundable deposit of £50.00/£75.00 *dependant on hired equipment*. The full balance of the booking is payable 14 days prior the date of the event. If a Hirer books within the 14 days prior to the event, then the full balance is required at time of booking.
- c. The Hirer is required to pay a refundable damages deposit (*£50.00 – Sleepover Packages and Luxe Picnics, additional £25.00 depending on size of booking or if Bell Tent is hired*) payable at least 48 hours prior to the booking. This will be invoiced by SPS, you can choose to pay this sooner if you wish. This deposit is fully refundable once the equipment has been collected undamaged and fully tested (normally within 24 hours). In the unlikely event that any items are damaged/missing, we will calculate the cost of replacement and deduct this from the security deposit. If the cost of the damages exceeds the deposit paid, an invoice will be sent to the Hirer and must be paid within 24 hours.
- d. Final numbers and selections are required no later than 14 days in advance of the booking. Any reductions after this time will still be charged for. This does not apply to afternoon tea bookings, in which numbers and payment are required upon booking and due to being outsourced, this is strictly non-refundable.
- e. Cancellation and loss of deposit
 1. Sleepover Packages – Booking deposits of £50.00 (section b) are non-refundable if the Hirer cancels the booking for whatever reason, at any time. It is at the discretion of SPS, should an alternative date be offered to rearrange the booking, dependant on circumstances and availability. If full payment has been made and the booking is cancelled 15 or more days before the event, then only the deposit will be retained by SPS. If the booking is cancelled within 14 days of the event, this is subject to full cancellation charges.
 2. Karaoke/Projector hire – These items are reserved at the time of booking and require payment along with the initial party deposit. No refunds will be offered if these items are cancelled.
 3. Luxe Picnics - Deposits of between £50.00-£75.00 (see section b) to secure the booking are non-refundable if the Hirer cancels the booking for whatever reason, at any time. It is at the discretion of SPS, should an alternative date be offered to rearrange the booking, dependant on circumstances and availability. If full payment has been made and the booking is cancelled 15 or more days before the event, then only the deposit will be retained by SPS. If the booking is cancelled within 14 days of the event, this is subject to full cancellation charges.
 4. Additional Extras – Floral Throne/Picnic Table Frame/Donut Wall/Lace Teepee/A-Frame Message Board - These items are reserved at the time of booking and require





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payment along with the initial party deposit. No refunds will be offered if these items are cancelled.

5. Bell Tent - Deposits of £75.00 (section b) to secure the booking are non-refundable if the Hirer cancels the booking for whatever reason, at any time. It is at the discretion of SPS, should an alternative date be offered to rearrange the booking, dependant on circumstances and availability. If the booking is cancelled and full payment was already made, a refund of the monies paid (minus deposit) will be made by SPS.
- f. All prices are subject to change, however, prices quoted at time of the booking will always be honoured.
- g. In the unlikely event that Sandbach Party Supplies must cancel a booking, we reserve the right to do this at any time for any reason. We will always endeavour to give the Hirer as much notice as possible. Upon any such cancellation we will refund the Hirer any monies paid. Sandbach Party Supplies will not be liable to pay any compensation to the Hirer or any other person for any loss or expenditure arising directly or indirectly from the cancellation.

2. Equipment

- a. Sandbach Party Supplies strictly provide the hire equipment. Please be aware that guests need to be supervised and it is the Hirers responsibility for any damages.
- b. Delivery, assembly, styling & collection is included in our costs, however, if the customer lives outside of the 15-mile radius of Sandbach, we will provide a quotation for the extra mileage.
- c. A responsible adult requires to be present during the setup of the equipment and will be required to sign a completed setup form once satisfied with the overall completed setup.

3. Health & Safety

- a. The Hirer is responsible for ensuring adequate indoor/outdoor space is available for the equipment to be setup and arranged. Sandbach Party Supplies will not refund in full or part the monies paid in the event that adequate space is not available to set up the equipment ordered.
- b. Sandbach Party Supplies does not recommend the use of any equipment for children under the age of 5 years old.
- c. Insurance is the Hirers responsibility during the rental period. Sandbach Party Supplies will not be liable for any claim for personal injury, death, loss or damage to property, however caused.
- d. Any restrictions to access must be discussed upon booking. Sandbach Party Supplies requires vehicle access within close proximity to the property entrance to unload the hire equipment from the delivery vehicle. All walkways must be cleared of trip hazards.
- e. It is the Hirers responsibility to ensure that no naked flames are within reach of the equipment which is flammable and must be kept away from fire.





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- f. Assembly / Disassembly is the responsibility of Sandbach Party Supplies staff. Please allow our staff to set up and pack away all items for your safety and to reduce the risk of damage. We require a maximum of up to 2 hours to setup a party so please allow adequate time for this.
- g. Smoking is not permitted in the proximity of the hired equipment. If we have detected that the equipment has been in a smoke environment the Hirer will forfeit the security deposit to cover the cost of professional cleaning. Please also refrain from allowing pets on any of the hire equipment.
- h. The Hirer is responsible for providing Sandbach Party Supplies with all relevant medical / dietary information for all the guests attending the party. Sandbach Party Supplies take no responsibility for allergies (including skin and food) where we are not informed of in advance in writing.
- i. All equipment is subject to regular safety checks and replaced / laundered when necessary. Tent frames and covers are CE tested and certified. Copies of risk assessments completed on all equipment can be requested by the Hirer at any given time.

4. Data

- a. Sandbach Party Supplies shall process all data in accordance with the GDPR Act 2018. Any personal data obtained from the Hirer will be solely used for the purpose of the booking, the data will only be handled by representatives of Sandbach Party Supplies and will be stored securely on a computer database, email servers and specialist software.
- b. Your personal data will be not passed onto any third party unless we should be legally obliged to do so by a law-enforcement authority. Limited data will be retained for a period of time to satisfy our legal or regulatory purposes.
- c. You have the right to request your data to be withdrawn from our system at any time however if this is prior to the booking we have the right to cancel the hire agreement if we cannot fulfil our contract for services.
- d. You have the right to complain to the Information Commissioners Office if you feel we have handled your data inappropriately.

5. Miscellaneous

- a. It is not the intention of Sandbach Party Supplies to violate any copyright laws and all themes are inspired by popular trends.

6. Sleepover Party Hire Additional Terms

- a. To avoid stains that we cannot remove, we ask that food and drink is not consumed inside the tents, marker pens not to be used and also any nail varnish applied is completely dry. If children are wearing any sort of make up we would ask that they wash it off before they snuggle up in to bed. For a list of costs for damaged items, please see appendix 1 below
- b. All sleepover tent bookings are for a one overnight hire period for a maximum of 24 hours.





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- c. Please be aware that children need to be supervised and it is the Hirers responsibility for the duty of care for all children attending the party.
- d. Sleepover equipment supplied by Sandbach Party Supplies is solely for indoor use. Any damage or misuse of equipment outdoors, will be subject to loss of the security deposit and potential further payments to be charged.
- e. The removal of any furniture to allow space for the equipment is the responsibility of the Hirer, please ensure that the room is cleared, and the floor has been cleaned ready for our arrival. Sandbach Party Supplies will leave the room clear upon collection. It is the Hirers responsibility to clean the floors after the party and move back any furniture.

7. Picnic Hire & Bell Tent Additional Terms

- a. All bookings are for a maximum hire period of 6 hours, requests for additional time will be discussed at booking stage.
- b. The removal of any furniture/items to allow space for the equipment is the responsibility of the Hirer, please ensure that the space is cleared, and the floor is dry and clean ready for our arrival. Sandbach Party Supplies will leave the space clear upon collection. It is the Hirers responsibility to clean after the party and move back any furniture.
- c. In the event of bad weather, the Hirer must make provision for the picnic equipment to be setup indoors. Any additional hired items that have been booked which do not fit within this indoor space will be refunded.
- d. We ask that garden space is clear and as clean as possible before we set up. If you decide to cut your grass, please ensure grass is cut no less than two days prior to the booking. This reduces the amount of grass cuttings getting on/staining the hire items. Picnic and wigwam teepees can be set up on grass/astro turf. However, Bell Tents can only be set up on grass areas, should you wish to hire this in addition.

Appendix 1

Sleepover Hire Equipment

Damaged or missing tepee frame	£30 per frame
Damaged or missing tepee fabric cover	£20 per cover
Damaged or missing fairy lights/bunting	£10 per set
Damaged or missing tray table (including graffiti)	£10 per tray
Nail polish/make-up/slime/ irrevocable stains on any item of linen	£10-30 per item
Damaged or missing mattress	£35 per mattress
Damaged or missing pillows, duvet or soft furnishings	£10-30 per item
Damaged or missing lantern	£10 per lantern

Picnic Hire / Bell Tent Equipment

Damage or missing bell tent	£depending on damage
Damaged or missing picnic table	£40 per table





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Damaged or missing tepee frame (giant tepee)	£50 per frame
Damaged or missing tepee fabric cover (giant tepee)	£40 per cover
Damaged or missing fairy lights/bunting	£10 per set
Damaged or missing crockery	£5-£10 per item
Irrevocable stains on any item of soft furnishing	£10-30 per item
Damaged or missing soft furnishings	£10-30 per item
Damaged or missing vases / table decorations	£10 per damaged item
Damaged or missing wicker chair	£20-£50
Damaged or missing A-frame	£40

Additional Hire Equipment

Damaged or missing karaoke machine	£50
Damaged or missing microphone	£20 per microphone
Damaged or missing disco lights	£15 per light
Damaged or missing projector	£40
Damaged or missing screen / stand	£20

Cost of missing or damaged additional items will be discussed at pickup.

