

Terms & Conditions

Definitions and law

The contract is the document or documents that set out these conditions and all other details about your agreement with us.

- “We” and “Us” “Owner” and “Our” mean the seller/supplier of the goods
- “You” or “Your” or “Hirer” means the hirer of the goods.
- The “Goods” mean all goods to be hired by us to you

The “Recipient” means the person, firm, company, corporation or public authority to whom the goods are delivered, when it is not you.

These conditions exclude any terms and conditions you may have put forward, except where we have agreed to any amendments or other conditions in writing.

Terms & Conditions

1. All Goods shall remain the property of the Owner, Occasions Covered.
2. While the Goods are on hire the Hirer has sole responsibility for them and shall be responsible for the goods and insurance thereof from the time of acceptance until the goods have been collected by/returned to the Owner in a satisfactory condition.
3. Goods are hired to be collected that night or the following morning.
4. The Owner shall not be responsible for any injury or damage to persons or their property, however sustained, arising from the Goods on hire.
5. A non-refundable booking fee of £50 is payable to secure a booking. Please note that your date is not confirmed until your booking fee is received. The fee reserves all items hired and our service, if required, for your event.
6. Final payment and a refundable Security Deposit is required 4 weeks in advance of the event.
 - a. The Security Deposit is £100 or 50% of the value of the booking, whichever is greatest.
 - i. The Security Deposit will be used to pay for any additional chairs needing covering not previously communicated by the Hirer. For example, if the Hirer had not accounted for the registrar chairs for a civil ceremony, usually two or three chairs, these may be covered at Our discretion and the cost deducted from the Security Deposit.
 - ii. The Security Deposit will be used to pay for any lost or damaged Goods. The Goods may be returned soiled but Goods that have been dragged on the floor, have holes or rips, cigarette burns, candle wax marks, or any stain that is impossible to remove will be deemed to be beyond repair and will be charged at full replacement costs. Replacement costs may be advised on request.
 - iii. Any items that are not available for collection on the night of the event or following morning (as arranged between Us and the Hirer) will be subject to a further £25 missed collection fee, that will be deducted from the security deposit. This includes Post Box hire where the key is not available or the Post Box has not been emptied from the event and causes delay in collection.

- b. After taking into account any damage etc, any remaining Security Deposit balance will be returned to the Hirer, usually within one week of the event date providing hired items are able to be collected and inspected without loss or damage.
 - c. The contract for the hire of goods is between Occasions Covered and the Hirer, not the venue unless goods are being hired directly by the venue. It is the Hirers responsibility to ensure that the venue is clearly instructed so that the terms and conditions are met. It is then the responsibility of the Hirer to reclaim any of these costs from the venue if the venue was at fault.
- 7. Cancellations must be advised, in writing, more than 8 weeks prior to the event, otherwise We reserve the right to charge a 20% cancellation fee.
- 8. If We are unable to complete the order for Your event on Your date, due to reasons that may include but not restricted to: acts of God, sickness, damaged stock, transport or any other reasonable reason, We will offer a 100% refund but will not be liable for other costs.
- 9. There is a minimum order value of £100. Anything less than this will be increased to meet £100 or we may not be able to accept the order.
- 10. Hire items are hired for one day, unless otherwise agreed, and should be available for collection on the agreed date at the event venue, by courier collection or elsewhere by prior agreement between the Hirer and Us.
- 11. Refunds cannot be given once the Goods have already been prepared for the final guest numbers and after the full balance has been paid.
- 12. We will happily accommodate changes in numbers as we appreciate this is inevitable when planning a celebration. However any changes to an order made less than 14 days prior to the event may not, in the case of a lower cost, be eligible for a refund and may not, in the case of increased numbers, be possible to accommodate.