



Billet-doux Events  
Wedding Hire – Terms and Conditions

1. All prices are based on a 1 day hire period, unless otherwise agreed in writing. Hire starts from delivery & ends on collection/return of goods. All items provided by us are on a hire basis unless specifically confirmed in writing by us. All hired items should be left in a single safe location for collection the day following the event or at an agreed time between the company & the venue.
2. The client will be held responsible for any loss, theft or damage to any company equipment which has been caused by anyone other than members of the company. It is solely the responsibility of the client to ensure the venue has sufficient security for the equipment. Replacement fees will be made for all items hired or loaned that are missing, damaged or heavily soiled & unable to be cleaned satisfactorily & therefore considered un-usable by the company. A deep clean fee may be payable for persistent stains along with a labour fee for time. It is a condition of hire that the customers are to arrange for their own insurance cover to provide for the risks of; Theft, Fire, Accidental Damage, Loss, Personal Injury & Public Liability & in addition the client will indemnify the Company against any & all claims for the said risks.
3. Unless agreed in writing beforehand, all equipment must not be used outdoors. If agreed for outdoor use, it should be protected from the weather. Should the ground be damp, wet or there is a possibility of rain/snow, the equipment must not be used outside. Should it rain after set up, equipment must be moved indoors immediately. In the event the items on hire get wet, you will be subject to cleaning charges &/or replacement costs as deemed appropriate by the company.
4. Naked flames must not be used on or near any of our equipment without the express permission of the company in writing first. Where the use of naked flames has been agreed by the company, we cannot accept any responsibility for any damage caused by candles or tealights when in the client's possession. The company strongly recommends that all candles & tealights remain in their Tea light holders / vases or candelabras whilst lit & that no naked flames should be used anywhere near non-fire-resistant surfaces i.e. linen, chair covers, sashes or any other flammable products or material/s etc. In the event wax is spilt and we may issue a cleaning charge and if it cannot be removed the replacement cost of that item will be charged.
5. Any item that is hired as 'dry hire' must be fully cleaned before return to the company or a cleaning charge will be payable.
6. A copy of these terms & conditions will be sent to you electronically. Payment of a deposit is acceptance of your booking & all conditions within this document. If any deposits, fees, cancellation fees, loss/damage fees or balances are not received by the due dates (as agreed with the company) a charge of £5-£20 per day may be charged, at the company's discretion. Until payment is received by the company the booking is not confirmed. Balances are due no later than 6 weeks before your event. It is the responsibility of the client to ensure that payments are made on time before the cut-off dates given & any changes are confirmed by the



date and in an email. No unauthorised changes to this contract will be valid unless specifically agreed in writing by the company.

7. In the event the client cancels the hired service/s or equipment for any reason between initial booking & the 90 day period preceding their event date the cancellation fee of 50% per hired service (MINUS any deposits paid) is payable within 5 working days, (e.g. Hire fee is £100 x 50% = £50 minus deposit of £40 paid, equals £10 cancellation fee due). In the event the client cancels the hired service/s or equipment for any reason between the 90 day period & the 60 day period preceding their event date the cancellation fee of 75% of the hire fee will be payable, within 5 working days. (E.g. Hire fee is £100 x 75% = £75, minus deposit of £50 deposit paid, equals £25 cancellation fee due). If the client cancels a hired service/s or equipment or their entire booking within the 60 days preceding their event any balance on the account will be payable immediately & no refunds will be given. All cancellation fees are subject to additional late payment fees as outlined. The company reserve the right to pursue a legal claim for any fees that have not been paid by client by taking action through appropriate authorities & legal representation.

8. In the event the company cancel the event or services in part or whole, all advance payments for the cancelled service will be repaid; unless the cancellation is the fault of the client not meeting the terms & conditions laid down in this form or eventualities in section thirteen.

9. The company retain the right to substitute hireable items not available due to stock levels/damages, i.e. a closed rose bud may be substituted for an opened rose, although every effort will be made to match as closely to original specifications when possible. The company owns all their equipment; however, in the rare case our equipment is faulty/damaged prior to your event, the company retain the right to sub-hire a replacement service, without recompense. Every effort will be made to match as closely to original specifications where possible, nonetheless, the company will not be held liable for variances between the said services or goods. If any changes are required we will attempt to contact you via email/telephone as deemed appropriate by us.

10. A delivery note can be requested prior to the event in writing by the client detailing items included in the hired services in which case the client should make arrangements for a representative to be present on delivery/completion of set-up to sign for the items (not hotel staff). If this is not possible, the delivery note will be left in a safe place or given to a member of the staff at the venue for you to collect. If the client wishes to check the equipment for damages or loss before the company collects the hired items, this must be carried out immediately following the end of the event, before collection by the company. All items must be left in a single safe locked location for collection by the company immediately following the event. If the client does not require an equipment check before collection they are thereby deemed to have automatically agreed to the company carrying out this service on return/collection of the goods & any damages/loss will be invoiced or taken from the damage deposit. Every effort will be made to clean; launder & stain treat any soiled items before charges are made.



11. The company will not be liable for any breaches of byelaws, or conditions under which the venue is hired, leased or entrusted to the client. The client will ensure that the appropriate licenses (as required by law), are in force at the venue at the time of the function & therefore the company cannot be liable in any way. It is solely the responsibility of the client to ensure the venue complies with all license & Health & Safety issues. The company will not be held liable for the health, safety & welfare of the hirer, their guests or anyone else present during the hire period for anyone using the company equipment. It is solely the responsibility of the hirer to ensure that adequate health, safety & adult supervision is provided at all times to anyone using our equipment.

12. Although extremely rare, the company cannot be held responsible for: 1) 'acts of God', adverse weather conditions (i.e. extremely deep snow), earthquakes, floods, blocked roads, electrical failures, accidents, delayed venue access times or any other situations out of the company's control that may prevent, affect, delay, postpone or withdraw, all/part of the company's services, however, every effort will be made to continue or resolve this. In the event of bad weather every effort will be made to get there within the agreed timescales (We have always managed to get to our venues despite heavy snow!) & 2) turning up to the venue to find out the event has been cancelled. In any/either circumstances this will result in forfeit of services &/or monies paid at the discretion of the company.

13. The company will not be held responsible for any damages made to the venue or its property that may have been caused by the hire items/equipment, the client or guests of the client, this responsibility is that of the client & or signee of this document.

16. All agreements of the hire booking itself are found within this contract. This contract is legally binding & by paying a deposit you agree to pay the fees as detailed within this document & you agree to adhere to all conditions contained within this document & contract.

17. The company holds £2million public liability insurance. Copies are available to be emailed to your hotel/venue one week before your event, if requested. In addition, our electrical items are regularly PAT tested for your safety.

CLIENT NAME/S

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CLIENT SIGNATURE/S

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DATE

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