

## 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" or "Decorations" or "Hire Items" 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.

### General Conditions

1. A non-refundable deposit of £75.00 is required to confirm your booking.
2. Any prices quoted are subject to change without notice until the deposit has been paid.
3. We will contact you approximately 6 weeks prior to event to confirm details and prepare the final invoice. The invoice must be paid in full by the date stated.
4. We reserve the right to not provide a service if the final balance has not been settled in full prior to the event as requested.
5. Cancellation charges: Up to 6 weeks = 100%, between 6 – 10 weeks = 50%, more than 10 weeks = loss of deposit.
6. The function venue must be notified we will be arriving.
7. We require reasonable access to the contracted venue and location in which we have been asked to set up. If access is unreasonable or blocked then we take no responsibility for delays in set up and performance times. In the event of delay an extra charge may be incurred.
8. From the time hire items are installed at the venue until time of collection they are the responsibility of the hirer and his/her family.
9. A charge will be made if collection of hire items is delayed due to the fault of the hirer giving incorrect instructions resulting in further trips being necessary to recover our property.
10. £100.00 security deposit is required in the form of a cheque to cover the hire period. Security deposits are not activated, but held until our hire items are returned and undamaged. Security deposits are then destroyed.
11. All goods for hire remain our property. All goods for sale remain our property until full payment has been made.
12. Prices quoted are for one days hire only apart from day of delivery and collection. Subsequent days will be charged at a daily rate unless a special agreement has been arranged prior to the event between the Owner and the Hirer
13. In the event of loss or damage, security will be banked and we will notify you in writing of the reasons.
14. We will make every effort to ensure all services are provided as scheduled but do not accept any liability for late delivery under circumstances beyond our control such as flooding, fire, breakdown of transport, road blocks, sickness or civil unrest. However we will endeavour to supply a suitable and acceptable replacement.
15. All prices are inclusive of VAT at the current rate.

### Decorations: Fresh Flowers, Contemporary Displays, Balloons & Chair Covers

1. Whilst it is the client's responsibility to choose colours and types of flowers, filling, balloons or chair covers required for the decorations, the management reserve the right to make changes in an emergency, e.g. unavailability of flowers at market, balloons being discontinued by supplier, damage caused by a previous booking.
2. The contents of the decorations are not edible, we will not be held responsible for any guest consuming the decorations.
3. Bamboo Occasions shall not be responsible for injury or damage to persons or property howsoever sustained arising from any goods under hire. We shall be under no liability in respect of any defect arising from wilful damage, abnormal usage conditions, failure to follow our instruction (whether oral or in writing), misuse or alteration or repair of the decorations without our approval.

I have read and fully understand the above Terms & Conditions.

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_