



## **Terms and Conditions of Hire**

### **Hire Period**

- All orders are for single events, not multiple events, unless agreed in advance.
- The hire period is for your single day event, including delivery and collection over a period no more than four days, typically delivered the day before and collected the day after. The time will be arranged by Rustic Hire Ltd and subject to our terms and condition
- Any extension to the hire period must be agreed prior to your event. Extensions to the hire period may incur additional charges.
- The items shall at all times remain the property of Rustic Hire Ltd.
- The customer is responsible for the care of the items during the hire period from the time of delivery/collection until the items are collected/returned and accepted back into the possession of Rustic Hire Ltd.

### **Delivery and collection**

- Our delivery service is an additional cost dependant upon the quantity of items hired and the distance for delivery.
- Rustic Hire will make every effort to deliver and collect goods at an agreed specified time, however it will not, under any circumstances, accept liability for any expense borne by the customer for any delay in delivery or collection.
- We will designate a 2 hour time slot for your delivery. We try our best to keep to this schedule, however, sometimes due to circumstances outside our control we may be later. We will do our best to call if we are due to be later than one hour past your designated delivery window.
- An unsociable hours delivery/collection carries an added premium that will be charged for each individual journey. (Anything before 9am or after 5pm)
- We, Rustic Hire need access for our Luton sized van to deliver to your venue drop-off point.
- Access must be accurately relayed to Rustic Hire so we can price the job accordingly and arrange an appropriate drop-off team and schedule this effectively, failure to do so may result in additional charges being applied retrospectively.
- Any distances over 25 metres from our van to your drop off point may incur an additional charge. Any fields, hills, lifts or stairs may incur an additional charge and must be discussed in advance if you require us to carry our stock/items through these to your drop off point.
- As standard Rustic Hire supply two persons for delivery and collection of our 8 seater tables as they need two people to unload and carry, this will be reflected in your quote.

- Upon receipt of the items, the customer must inspect all items. In the event of shortage or damage, it is the customer's responsibility to mark this at the time of delivery. If the customer fails to do this, the items will be deemed to have been delivered in a clean and undamaged condition. Equally, if there is no-one available to check the items, they will be deemed to have been delivered in a clean and undamaged condition.
- The customer agrees to return the items/prepare the items for collection, at the time period agreed or specified in Rustic Hires delivery sheet. Failure to return/prepare the items on time will result in an additional 10% charge of the total hire.
- Some items will be delivered in secure packaging. Items should be returned to us in this packaging to avoid damage to items during transport.
- All items, including tables and chairs must be collapsed and stacked in preparation for collection, in the same way they were dropped off.

## **Self Collect & Drop**

- If agreed by us items can be collected from our depot at the time period agreed at time of booking.
- Transportation of items must be blanket tied in transit to prevent undue damage and wear and tear. Our items are antiques so failure to do so will result in additional wear and tear charges.

## **Responsibilities**

### **All hired stock is the responsibility of the hirer whilst in their possession**

(It is strongly advised that you obtain suitable insurance for all items hired from Rustic Hire Ltd)

### **Damages**

- The stock is for indoor use unless otherwise stated so must be stored inside ( a marquee is acceptable)
- Damages will be charged dependant on the individual item

### **Security**

- The stock must be stored securely at all times as stolen items will be charged including loss of hire damages.

### **Cleaning**

- All goods will be supplied in a clean, ready to use condition.
- All items should be returned in an equally clean condition.
- Failure to return items in a clean condition will result in a 15% charge of the total hire.

**PLEASE NOTE : We have found that red wine or water left on the tables leaves a stain and that candle wax is hard to remove. You will be charged for cleaning or repairs if these are left on the tables.**

## **Health and Safety Information**

- Please take care when moving, lifting and using our stock.
- Please follow our instructions for yours and your guest's health and safety.
- When moving or lifting any of our stock please be careful not to hurt your back or catch your fingers or clothes.
- We remind people that our/Rustic Hire's furniture is vintage, reclaimed, antique and rustic. There may be splinters, nails or rusted metal in some of our furniture.
- Some of the chairs are 60 year old and must be treated accordingly. Our British war department chairs are not suitable for people over 15 stone in weight and are advised to use our Lafayette chair instead.
- In the event of any injuries or damages while you're in receipt of our stock we can not take responsibility or liability for this. In receiving this document you agree to this.
- It is your responsibility to make your guests aware of their health and safety.

### **Instructions for operating our tables**

- The tables are large and heavy and need a minimum of two strong people to move them.
- They should be carried with the table top side facing towards the ground. This is so the folded legs are looking up towards the sky, this is so you won't have any problems with the folding legs, dropping and catching your fingers.
- Never hold the weight of the table by the trestle legs. This damages the table.
- Tables must be erected and collapsed by a minimum of 2 people so that they can be turned over without hurting yourself or causing damage to the table .
- **Please watch your fingers whilst working the trestle leg mechanisms.**
- Take care to ensure the leg braces are fully extended when erecting for use.
- **These tables should never be carried or moved by one person.**

## **Liability**

- Rustic Hire Ltd accepts no responsibility for any injury or damage caused by the goods hired.

## **Insurance**

- It is strongly advised that you obtain suitable insurance for all items hired from Rustic Hire Ltd. All breakages/damages/losses will be charged accordingly, including charges for loss of hire.

## **Terms of Payment**

- Upon placing an order, a 20% of hire cost or £200 is required to secure your order, whichever is the bigger amount. This amount is in addition to your hire items and is used as a security deposit for any potential breakages, damages and losses. This will be refunded once the balance has been paid and all items have been returned and checked. Any charges will be deducted from this amount if necessary. Should the cost of the damages exceed the security deposit amount, then an additional invoice will be issued for these costs. Damage costs will be applied in respect of time taken to repair damage. If items are beyond repair or lost, items will be charged at current market rate as well as for future losses of hire.
- A price list for replacing items/stock can be obtained by written request to Rustic Hire Ltd.
- The balance of your hire charge must be paid at least 30 days prior to the start of the hire period, along with any additional hire or delivery charges.
- Payments may be made via cheque, BACS, Paypal or card if attending our premises. Specific payment details will be given at the time of placing your order.

### **Cancellation**

- Cancellations must be made in writing to Rustic Hire Ltd.
- The following cancellation charges will apply based on the notification period given:

With all cancellation you will be charged £200 or 20% of the hire costs, whichever is larger.

With late cancellations you will be charged additionally as below.

8- 4 weeks before the event date	25% of full hire cost will be charged
4- 2 weeks before the event date	50% of full hire cost will be charged
Under 2 weeks before the event date	100% of full hire cost will be charged



