

eden

CELEBRATION

party supplies - crockery hire - vintage caravan hire

Terms and Conditions

In order to hire our crockery, props and/or vintage caravan (hereafter referred to as, 'items'), hirers (or 'customers') must agree to the following terms and conditions.

Hire Period

- The hire period for crockery items will be 1-4 days. Any extension to the hire period must be agreed with Eden Celebration. Please contact us for a quotation.
- The hire period for the caravan will be for a period of 24 hours. Any extension to the hire period must be agreed with Eden Celebration. Please contact us for a quotation.
- During this contracted period, all items remain the property of Eden Celebration. The customer is solely responsible for the items during the period of hire from delivery by Eden Celebration to collection by Eden Celebration.

Payment

- To secure a booking, customers must complete and sign a booking form. This must be accompanied by a deposit of 50% of the total hire fee. Payment can be made preferably by bank transfer. Cash and cheques will also be accepted. Please make any cheques payable to Michelle Cookson.
- The final balance must be paid 21 days before the start of hire, accompanied by the Loss and Damage Deposit

Loss and Damage Deposit

Crockery Hire

- This £100 refundable deposit covers any damaged and missing items. It is required when paying the balance of the hire fee.
- All breakages or missing items will be charged at the rate outlined in our Replacement Costs and Additional Charges form. This charge will be deducted from the damage deposit accordingly, in event that damage costs exceed £100, then an invoice will be sent to the customer for the outstanding amount.
- Customers will be informed within 4 days if any Replacement Costs will be charged.
- In the event that all items are returned to Eden Celebration with no loss or damage, then the full £100 will be refunded.
- Under no circumstances should items be placed in the dishwasher or microwave.

Caravan Hire

- For your peace of mind we strongly recommend that you take out suitable insurance as all items are the responsibility of the hirer until collected by/returned to Eden Celebration.

Delivery and Collection

- Travel up to 15 miles is included – additional mileage is charged at 45 pence per mile. We are based in Huddersfield, West Yorkshire. Alternatively, collection and return of items can be made from Eden Celebration free of charge (Applicable to crockery hire only).
- A hired items checklist will be provided we strongly encourage customers to bring to our attention any problems with their order upon delivery. If this is not done on receipt of delivery, then Eden Celebration cannot be held responsible for any damages or shortages.
- Please note that many of our items are vintage and therefore come with a certain degree of wear and tear.
- Customers must comply with the delivery and collection times as stated on the booking form. Otherwise, additional charges will be made. See Replacement Costs and Additional Charges form for more details.
- Customers must comply with the delivery and collection venue as stated on the booking form. Otherwise, additional charges will be made. See Replacement Costs and Additional Charges form for more details.

Cleaning

Crockery Hire

- Items provided by Eden Celebration will be clean and ready to use.
- To avoid any risk of damage items do not have to be washed fully after use. We ask that all items be rinsed off or wiped down, and then placed into the original packaging once dry.
- Due to the delicate nature of vintage items, we ask that you do not place any items in a dishwasher.
- If items come back without any attempt at removing of excess food/sticky residue, resulting in packaging needing to be replaced, then a charge will be made to the customer.

Caravan Hire

- We request that the caravan floor be swept and that all surfaces be wiped clean. All seat and scatter cushions are to remain inside the vehicle at all times. Blankets and cushions suitable for outdoors will be provided on request. Outdoor footwear is not permitted on the seats. See Replacements Costs for charges relating to the cleaning of upholstery.

Liability

- Eden Celebration accepts no responsibility for any damage or injury to persons or property as a result of this hire arrangement. Items are hired under the customer's own responsibility.

Cancellation

- If a customer wishes to cancel an order, Eden Celebration must be notified verbally, followed by a written cancellation. If cancellations are made via voice message, text or email, then Eden Celebration reserve the right to charge the full hire fee.
- If a cancellation is made 30 days or more before the date of hire then the full deposit will be refunded. Please read below for further details of charges for cancellations.

If notice of cancellation is made:

21 days or more before - No charge and deposit will be refunded

10 – 21 days - 50% of full hire will be charged

Under 10 days 100% - full hire will be charged

- If, due to unforeseen circumstances, Eden Celebration are unable to deliver the service a full refund will be made to the customer.