



TERMS & CONDITIONS OF HIRE - **Please read through the Terms & Conditions.**

The Customer unconditionally accepts the Terms & Conditions as set below once a booking and deposit have been received. The Terms & Conditions and a confirmation Invoice will be forwarded to you. Terms and Conditions may be amended from time to time to ensure customer requirements are met, these changes are effective at the time of publishing.

DEFINITIONS

Owner: Fleurieu Coast Event & Party Hire.

Customer: Person or Entity named in this Hire Agreement.

Goods: All equipment and accessories supplied by the Owner to the Customer.

ACCEPTANCE OF TERMS & CONDITIONS - The Customer agrees upon payment to adhere to these conditions whether this agreement is signed or not.

PRIVACY & CONFIDENTIALITY - Customer information and records are strictly confidential and will be used only for hire purposes.

CUSTOMER RESPONSIBILITY - We ask that all due care and respect is given to our goods during the hire period. Please ensure that the equipment is not exposed to inclement weather or any other hazards at any time.

INSURANCE - Goods are insured while in transit on Fleurieu Coast Event & Party Hire vehicles only. It is at Customer discretion and responsibility to insure goods at your hire venue.

INSPECTION - All hire goods are counted and checked prior to dispatch and upon return. Should the Customer find any items to be unsatisfactory prior to use please contact us immediately.

DELIVERY - Wherever possible Fleurieu Coast Event & Party Hire will endeavour to meet the needs of the customer when confirming times for collection and return pick up of hire goods. Where this is not possible an approximate time slot will be allocated from Monday – Friday only. Goods will not be left on premises unless the site is secure, ease of access and pets are restrained.

Delivery charges are not included in the Hire costs. Please request an estimate/quote

COLLECTION BY CUSTOMER - The Customer may elect to collect items from the Owner however these items will not be insured while in transit. Any damages will be charged to the Customer.

QUOTES - Valid for 30 days only.

HIRE CHARGES – are quoted and charged for a minimum of one day.

DEPOSIT - A 25% deposit of the full hire charge is required to secure your booking. The deposit will be forfeited in full if the Cancellation Policy is not met as stated.

LATE RETURNS - An extra 20% fee will be charged to the customer for late return of part/all goods.

CLEANING & PRODUCT CONDITIONS – LINEN & CUSHION COVERS/SOFT FURNISHINGS

Linen & Cushion Covers/soft furnishings can be returned soiled but must be DRY. To assist us with laundering please identify and advise the nature of any stains. Damages and losses are charged per item at replacement cost.

CLEANING & PRODUCT CONDITIONS – ALL OTHER HIRE PRODUCTS

Goods must be returned cleaned and packed as they were received. A cleaning fee if required will be charged at \$25 per hour. Damages and losses are charged per item at replacement cost.

CANCELLATION POLICY - The Customer shall give 14 clear days written notice to the Owner of cancellation of all or part hire order to ensure the return of deposit. Cancellation Notification of less than 14 days will forfeit the full deposit. We do not refund any deposit if the event is postponed or change of mind. No balance will be refunded to the Customer if failure to cancel within these terms.

PAYMENT – Full payment for all hire goods must be received by the Owner at least 5 working days prior to delivery or collection of goods. Payment can be made as follows: Electronic Funds Transfer/Credit Card/Cash/Cheque/Money Order.

I hereby agree to and accept the above Terms & Conditions of Hire:

Customer/Booking Name: _____ Date: / / _____

Booking /Quote Number: _____

Customer Signature: _____ Print Name: _____

Venue Address: _____