



# Enchanted Weddings and Events LTD

## TRADING TERMS AND CONDITIONS OF SERVICES AND HIRE

Please read these terms and conditions carefully as they apply to all sales and services provided by “**Enchanted Weddings & Events**”. They deal with your rights and obligations to us and ours to you.

When you book our services, you are agreeing to comply with and be bound by the following terms and conditions of hire, which together with our privacy policy and copyright govern our relationship with you.

### Definitions

- “The company” is Enchanted Weddings & Events LTD.
- “The hirer” is the person hiring equipment from the company.
- “The equipment” is all items provided to or hired by the hirer.
- “The period of hire” The period starts once the items are delivered to the requested site or collected from our office and ends only when we collect the items from site, or when they are returned to us.
- “The hire agreement” is the contract entered in by the hirer and the company.

1. **Estimated Quotes:** All quotes remain valid for 14 DAYS ONLY. We reserve the right to adjust the prices in any quotations once the expiry period has been reached.
2. Our service and hire items are subject to availability at the time of booking.
3. **Booking:** A **non-refundable** “booking fee” of 20% is required to hold our services for your date and will be deducted from the final invoice balance.
4. You the hirer are responsible for the items during the hire period and we advise you to take out adequate insurance to cover any loss. The period starts once the items are delivered to the requested site or collected from our office, and ends only when we collect the items from site, or when they are returned to us.
5. Your balance payment is due no later than 3 weeks prior to your event date unless otherwise agreed.
6. Any wedding invitation stationery is not included in the booking deposit. Any wedding stationery collected prior to the event date must be paid prior to or upon collection.

### Payments: BACS Payment or Cash Payment ONLY

1. Cheque payments: We do not accept cheques.
2. **BACS payments** – You can make payments directly into our account details of which can be found on your quotation / invoice. Please use your initial and surname as a reference and inform us when a bank payment has been made.
3. **Cash payments** – You can come into the shop and pay cash this is Free of charge. Please contact us before paying cash directly into our bank account.



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### Cancellations and Losses:

1. Cancellation for whatever reason will result in the forfeit of the “booking fee” and any other payments already made at the time of cancellation.
2. Cancellation within **8 weeks prior** to the event date – we reserve the right to invoice up to 50% of the total amount of your booking at the time of cancellation.
3. Cancellation within **4 weeks prior** to the event date – we reserve the right to invoice up to 70% of the total amount of your booking at the time of cancellation.
4. All hired items, storage sacks or containers remain the property, of Enchanted Weddings & Events at all time.
5. Your complete order of hired items must be available for collection after your event.
6. During the period of hire, you the hirer shall be solely responsible for the hired goods.
7. “Enchanted Weddings” is not responsible for any injury or damage to persons or property caused by items hired, unless our goods are proven to be faulty
8. Our hire prices are inclusive of general laundering and cleaning costs.
9. In the very rare events that damage has been caused to hire items purposefully, or by treating them without care, additional laundering, repair or replacement charges will be incurred.
10. All damaged goods remain the property of “Enchanted Weddings & Events” at all times.
11. It is your responsibility to recover any losses to hire items incurred from any third party involved.
12. Loss or damage to hired items is charged at full replacement value. No substitute items will be accepted.
13. Replacements costs of any of our hire items are available on request.
14. If damage or loss to hire items has occurred, will invoice you directly after your event.
15. The balance for the loss or damage must be settled within 30 days of receipt of your invoice.
16. In the case of non-account customers, a refundable sum of money is payable, in addition to the hire charges, the **amount is £50 - £100 in the form of cash or bank transfer**. This is taken as insurance and will be returned on satisfactory inspection of the hired goods.
17. **Late Return:** - When goods are collected from our premises by the hirer, a return date will be stipulated. Goods that are not returned at the agreed date and time will incur a charge, calculated at the standard hire rates.



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18. **Cancelations:** - To cancel a confirmed booking prior to your wedding day, a notice in writing must be received at our offices, either by email or a signed letter by the hirer. We do not accept voice mail and SMS message.
19. The cancellation takes effect from the date we receive your advice. Cancellation charges will apply if cancelled within 8 weeks prior to the event date – we reserve the right to invoice up to 50% of the total amount of your booking at the time of cancellation.
20. **Alterations or changes:** - Any changes to your booking must be notified in writing either by email from the hirer or a signed letter by the hirer. We do not accept changes over the phone or by voice message.
21. **Receipts:** - It is your responsibility to check the accuracy of information shown on your invoice receipts or quote. Your goods will be supplied as per the information contained on your receipts. Corrections must be notified in writing for the changes to take effect.
22. **Late Start or Late End of a Ceremony or Reception:** Quotes are based on your stated start and end times, as we pay our staff for that period. If you start or end time is more than 30 minutes beyond the stated times, you will be invoiced for additional staff hours, in blocks of 30 minutes.
23. **Occupational Health & Safety:** - The safety of you and your guests is of paramount concern to us, as is the safety of our employees. In the event, that a location or weather conditions make it unsafe to erect hired items (such as decoration frames, Arches, walkway aisles, etc.) **Enchanted Weddings & Events** reserves the right to refuse to erect or place hired items until the location is made safe or weather conditions improve. In additions, carpets cannot be placed on stairs or any other surface that is substantially wet. If items cannot be erected or placed for any of the reasons outlined in this clause, no refund is payable on the affected items.
24. **Force Majeure:** - Whilst every effort will be made by the company to complete any orders, the company cannot be held liable for variation or non-completion of orders due of Act of God, Fire, Flood, Storm, Gale, Tempest War, Pandemic, Terrorism, Strikes, Riots, Lockouts or any other civil disturbances. Road closers and gridlock where our vehicles cannot get access to the venue or are caught up in the above.



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#### **Acknowledgement of Terms & Conditions**

I / We the undersigned confirm that we have read and accept the Terms & Conditions, a copy of which has been provided to us.

I / We understand that a copy of these Terms and Conditions from part of our agreement with Enchanted Weddings & Events and I / We agree to abide by them.

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date

\_\_\_\_\_  
(Printed Full Name)

\_\_\_\_\_  
Signature

*Please email or mail this acknowledgement to Enchanted Weddings & Events, as soon as possible. Please keep a copy for your records.*

**Email:** - [info@enchantedweddingsbristol.com](mailto:info@enchantedweddingsbristol.com)

**By Post:** - Enchanted Weddings & Events, 67 Sandy Park Road, Brislington, Bristol, BS4 3PQ