



Stay Golden Event Hire

# Stay Golden Event Hire Service Agreement

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## STAY GOLDEN EVENT HIRE

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### Terms and Conditions

All hire items are checked for any damage before delivery and at collection. When items are collected, general wear-and-tear and minimal scuffs are to be expected. But if any items are not returned, lost or any damage occurs, the security bond will be deducted and/or an invoice will be issued to pay for the damage or loss. This invoice will need to be paid within 7 working days of receiving the invoice.

For self pick-up items only: Client/Hirer needs to make sure the items are packed properly, secure, supported and covered, as any damage or loss will be invoiced. Please ensure you bring blankets and/or towels for transport. All items are to be returned clean and in good order. If items are not returned by the due date/time - additional hire costs will be incurred and deducted from the bond. If damage costs exceed the security bond, an additional invoice for damages will be sent and will need to be paid within 7 working days of receiving the invoice.

All hire items are to be checked on return and any damage should be identified and explained there and then.

The HIRER takes responsibility for any injury that may occur to persons over the hire period. Stay Golden Event Hire takes no responsibility. Stay Golden Event Hire is not responsible for any of its hire items (including but not limited to tables, chairs) causing injury to any person or damage to property. This also includes any injury or damage caused due to abnormal weather conditions (e.g. strong winds, hail, electrical storms, cyclones) or malfunctioning of hire equipment.

Replacement/Damage fee will be charged at current market replacement value. The goods are still owned and the property of Stay Golden Event Hire and does not mean the client can keep damaged goods.

For tablecloth hire: Laundering is included in hire price but if you notice any tough stains (like wine, etc.) we ask that you treat the stain before collection. To avoid damage and incurring replacement costs:

- Avoid direct contact with hot surfaces: Use trivets or heat-resistant pads to protect the fabric from heat damage.
- Do not place wax candles directly on tablecloth: Be sure to use candle holders, trays or plates.
- After use, shake out any crumbs or debris from the tablecloths. If the tablecloths are damp, allow them to air dry

before folding

**PAYMENT:**

A 40% non-refundable deposit is to be paid upon agreement of final hiring/service costs and the balance paid two weeks prior to the Event. If the remaining balance is not paid before the event, the Hire items will not be delivered. If the booking is made within two weeks of the event, the full amount will be due to finalise the booking.

**CANCELLATION POLICY:** All booking fees are non-refundable (40% deposit). Cancellation more than 14 days prior to your booking will be eligible for a refund less the booking fee. Cancellations within the 14 days prior are not refundable (including 40% deposit) as this is considered loss of business. Delivery and collection fees however if applicable will be refunded.

**KINDLY SIGN BELOW TO CONFIRM HIRE AGREEMENT**

I have read and understand all of Stay Golden Event Hire's Terms and Conditions:

**CLIENT/HIRER INFORMATION:**

Full Name

Delivery Address

Email

Mobile No.

☐ I hereby acknowledge that I have read and understood the above conditions.