UNFORGETTABLE EVENT HIRE
TERMS & CONDITIONS OF HIRE

1. BASIS OF HIRE AGREEMENT

1.1 The terms outlined below apply exclusively to every contract for the hire of goods and supply of services by the Customer from Unforgettable Event Hire and cannot be varied or supplanted by any other terms without the prior written consent of Unforgettable Event Hire.
1.2 These terms and conditions apply to the exclusion of any other conditions proposed by the Customer unless agreed by Unforgettable Event Hire and the Customer in writing.
1.3 These terms are deemed to be accepted by the Customer on payment of booking deposit.
1.4 Our items are designed primarily for indoor use, however, they can be used outdoors in fine weather. The items are NOT suitable in wet weather, strong wind etc. and must be relocated to an alternative setting.
1.5 All items must be stored appropriately whilst not in use, including appropriate cover from wet weather. Items can become significantly damaged when wet. In the event damage occurs due to wet weather any repairs or replacement costs will be the responsibility of the Customer based on the current pricing and availability on the market.
1.6 The Customer must consult the venue to obtain permission to set up on their premises and that sufficient space be organised.
1.7 Unforgettable Event Hire may in its absolute discretion decline to hire equipment to the Customer at any time if it has a reasonable cause to do so.
1.8 Goods hired shall remain the property of the Owner.
1.9 Delivery times will be discussed and agreed upon between the Customer and Unforgettable Event Hire.

2. HIRE PERIOD

2.1 The DIY (dry hire) hire period is for a maximum for 3 days (i.e. Friday – Monday). Additional days can be negotiated.

3. INVOICING & PAYMENT

3.1 Initial 20% of the total is required upon booking to secure the date of hire.
3.2 This initial deposit fee is **NON-REFUNDABLE** and cannot be transferred or exchanged for credit note for change of mind. In the event of a change of date the deposit will be transferred to the new date and Unforgettable Event Hire will do their best to accommodate the new date.
3.3 All prices exclude GST and service charges unless otherwise stated.
3.4 Amount quoted is for the use of goods for the period of the time stated on the contract unless agreed in writing by Unforgettable Event Hire.
3.5 Failure to pay by the agreed date may result in cancellation of hire without notification.
3.6 Payment methods include bank transfer, cash or credit card (1.5% surcharge applies to credit card payments). Payments via bank transfer will need to be paid at least 3 days before the commencement of the hire period.
3.7 The Customer agrees to pay any expenses incurred or loss suffered by the Owner as a result of breach by the Customer of its obligations pursuant to the Terms (Including legal and debt recovery costs).

4. DRY HIRE ITEMS

4.1 Dry hire items must be picked up and returned upon the agreed times otherwise late fee will be applied, as per clause 2.1 above.
4.2 The Customer must ensure hired items are not damaged during transportation. Items will be inspected on return. The Customer must supply suitable transportation, including tie down straps and blankets, where necessary.
4.3 The Customer agrees to pay for all products lost, destroyed, stolen, damaged or unreturned.
4.4 Replacement costs will be paid to Unforgettable Event Hire based on the current pricing and availability of the items on the market.

5. VARIATION AND CANCELLATION

5.1 If through circumstances beyond the control of Unforgettable Event Hire, Unforgettable Event Hire is unable to provide goods then Unforgettable Event Hire may:
  5.1.1 Make changes to goods provided that the end performance is not materially prejudiced; or
  5.1.2 Cancel any order (even if it has already been accepted) in writing.
5.2 The Customer may cancel an order but will forfeit all booking deposits.
5.3 For orders cancelled 7 days prior to the event date the balance of the invoiced fee is due in full.
5.4 Any item removal or deductions from the invoice must be made at least 14 days prior to the hire date.
5.5 Additions can be made at anytime, however, they are subject to availability.

6. DAMAGE TO EQUIPMENT

6.1 The Customer is responsible for any loss or damage to the equipment for any reason whatsoever.
6.2 The Customer agrees to pay for all products lost, destroyed, stolen, damaged or not returned to Unforgettable Event Hire.
6.3 Replacement costs will be paid to Unforgettable Event Hire based on the current pricing and availability on the market. Any repairs or replacement costs will be invoiced to the Customer and payable within 7 days of the invoice date.

7. INSURANCE

7.1 Once products are delivered/picked up, the Customer assumes all responsibilities and liabilities until they have been collected/received by Unforgettable Event Hire.
7.2 The Customer is responsible for maintaining all appropriate policies of insurance, covering liability, property and casualty insurances in amounts necessary to fully protect Unforgettable Event Hire and their products against all claims, loss or damage.
7.3 Unforgettable Event Hire is not responsible for any injuries that may occur to persons over the hire period due to any products supplied by us, whether through payment or otherwise.
7.4 Unforgettable Event Hire does, at all times, have cover for Public Liability Insurance.

8. PHOTOS

8.1 The Customer consents to allow all advertising or an artistic showing of any photos given to Unforgettable Event Hire whether for profit or not.

9. DELIVERY

9.1 Delivery fees vary and are quoted upon request.
9.2 Our delivery fees are for delivery and collection to accessible ground floor area. This is usually a garage, front door or closest accessible location with our vehicle. It is the Customer's responsibility to move stock to your desired location. Hired items are to be returned to the same location for collection, otherwise additional charges will apply.
9.3 If you require the hire equipment to be taken up stairs, lifts or carried to a location other than listed in 9.2 above please advise so that we can quote accordingly.
9.4 Our delivery days are usually Thursday and Friday, between the hours of 8.00am and 2.00pm. Should you require delivery outside these times additional charges may apply.
9.5 Our pick up days are usually Monday and Tuesday, between the hours of 8.00am and 2.00pm. Should you require collection outside these times additional charge may apply.

10. SECURITY BOND

10.1 A security bond is applied to all orders. The amount charged for the security bond varies depending on the item/s hired and the value. Security bond fees started at $30.00.
10.2 The security bond will be refunded within 2-5 business days of the hired item/s being returned. This allows us time to inspect the items for any loss, damage or excess cleaning. You will not get your bond back if any item/s are returned damaged, lost or dirty.

11. CLEANING

11.1 All items are to be returned in the same condition they were received by the Customer. All items are inspected and thoroughly cleaned prior to each hire. A cleaning fee will apply where items are returned dirty.
11.2 In regards to crockery, cutlery and glassware, the condition of the hire is that all items are rinsed in water, free from food and liquids, dried and put back in the containers provided.
11.3 The cost of cleaning linen and chair covers is included in the hire fee, however, we do ask that these items are dry and free from food before folding.