



Event Hire T&C's

- Placing an order by phone, email or in person with us and upon receipt of cleared deposit constitutes you having read, understood and agree to the following terms and conditions.
- Please read this agreement carefully. Upon entering into this agreement, you the hirer, agreed to be bound by the terms within.
- These are the only terms and conditions upon which will form a binding contract with you. No alteration or substitution to these terms and conditions shall be valid unless agreed in writing by County Flower Walls.

Event Hire Booking

- To confirm your hire, we require a non-refundable deposit of 30% of the full hire sum, depending on the event date, which is payable within 7 days of receiving our invoice. The final balance is due 14 days before your event unless agreed otherwise.
- Any bookings taken within four weeks of the event are payable in full upon booking.
- Failure to pay the final balance as per the terms above will result in the hire being cancelled and non-refundable deposits retained by County Flower Walls.
- Your booking is not secured until a deposit has been received in full.
- All above goods are supplied on a hire only basis and ownership remains with County Flower Walls. Sub-hire of any item is not permitted without written permission of County Flower Walls.

Event Hire Period

- Hire charges are calculated based on either Day time, Evening or Full Day and Night. Full Day and Night events unless otherwise agreed, begin at 7am on the day of the event and ending at 10am on the day following the event. However, there are instances where we can install the day before. Please note that if your venue requires same day collection, our latest breakdown/collection time is 23.59.
- Should you wish for a longer hire period please get in touch to discuss extended rates.

Responsibility

1. During the hire period all hire items are the responsibility of the Hirer (you) and not the responsibility of your venue or event planner. We ask that you communicate with your venue to ensure the security of all hire items in your absence. The Hirer takes full responsibility for the goods under these terms and conditions and the Hirer shall be solely responsible for the Hired Goods not the reception/event venue/hotel/photographer or any other third party to whom shall take possession of the Hire Goods. The Hirer shall be alone responsible for ensuring the Hired Goods are kept in good order from the time of receipt of delivery until back into the possession of County Flower Walls. Therefore, agreement of a good provision of storage must

be made and organised directly with any third party involved for any hired goods if you are leaving the venue prior to our collection on the agreed date.

- The Hirer (you) must obtain written permission of the venue for County Flower Walls to install at their premises and specifically must check and confirm all dimensions (including door and ceiling height), parking, access and egress arrangements and communicate any specification requirements to County Flower Walls.
- If an installation cannot take place because of access, space or denial by your venue, then full payment will still be due, and County Flower Walls will not be liable for the failure to supply.
- County Flower Walls provides all items for hire in excellent condition and these items must be returned in the same condition in which they were installed.

Damage

- Charges will be made for unauthorised relocation, visible damage, vandalism, missing items, and/or additional hire time other than that which has been previously agreed.
- The replacement cost of all losses and damages will be due from the Hirer (you). If there are any damages/missing items, then an additional Invoice will be raised and emailed to you along with our proof. It is then your responsibility to pay this Invoice no later than 4 weeks than the date stated on this Invoice.
- The Hirer shall be solely responsible for the hired goods. Hotels/venues/florists/wedding planners/ or any other third party involvement will be exempt from any responsibility regarding hired goods and will not be held accountable should any damage occur whilst in their possession.
- The hired equipment is solely intended for use and storage indoors and must not be moved or relocated outside by the Hirer (you) or the venue (unless by prior agreement from County Flower Walls)
- Strictly no smoking near the Flower Wall nor should it be placed by any naked flame such as an open fire, candles or any other direct heat source.
- No additions are to be made to the wall including any form of lighting.
- Under no circumstances should any person attempt to climb, hang or swing from the wall.
- Where a hire has been agreed outside, this is subject to inclement weather, ie high winds, rain, snow, etc. The wall will not be installed where there is an additional risk of damage to County Flower Walls goods.
- In circumstances where we are unable to fulfil the outside hire arrangements, we are happy for the wall to be used in a suitable location inside. If there is not a suitable alternative solution to the outside hire, we will issue a full refund.

Set Up & Collection

- The event hire price provided includes delivery, full installation and collection. Due to the structure of our flower walls we respectfully ask that they are not relocated by anybody other than an employee of County Flower Walls.
- Set up and collection times will be agreed at the time of booking and must be confirmed by the venue.

Cancellation/Amendments

- In the event that you need to cancel your booking, all payments to date will be retained. Should you need to change the date of your event we will endeavour to provide the items you require for your new date, however we cannot be held responsible if the new date is not available. We recommend that you purchase wedding/event insurance to cover any losses in the event of cancellation on your part. In the event that we cancel your booking, all payments made to date would be refunded in full.
- Cancellations within 28 days of the event will be charged at the full amount. If, for any reason, you wish to cancel your order you should or email us at info@countyflowerwalls.co.uk in the first instance. All cancellations or reductions in numbers of items to be hired must then be confirmed in writing and will only become effective on receipt of your cancellation email or letter.

- Should an unforeseeable event occur where we cannot provide our service/goods then you will be notified immediately. You will receive a full refund and we will do our utmost to find an alternative supplier that can provide you with the nearest equivalent service/goods.

Public Liability Insurance

- County Flower Walls is fully insured up to the value of £5,000,000. We can provide a copy of our insurance policy certificate to you or your venue.

Photography

- County Flower Walls reserves the right to use any photography of our products and services taken during the hire period, however we will seek further permission to use any pictures of your guests. Photographs are used for promotional purposes on our website and/or social media. If you have any objections to this, please let us know in writing prior to your event.

Liabilities

- In no circumstances shall our liability to you exceed the invoice value of the contract.
- County Flower Walls or any of their employees shall not be liable in respect of damages/injury/loss or any other damage incurred in respect of this hire, as a result of any defect or damage to the item and the customer shall satisfy himself/herself of the suitability/condition/placement of the equipment.

Privacy policy

We will not share this information with any other third parties. However, may contact you from time to time by email with new offers. If you do not wish to be contacted, please email us on the below address and we will ensure you are removed from our mailing list: info@countyflowerwalls.co.uk

This information includes- your name, address and your email address.

The data that you provide will be used to fulfil your booking, which we will keep on file for 2 years unless you specify otherwise.