

**OPTIONS GREATHIRE LTD (THE "COMPANY")**

**TERMS & CONDITIONS**

**1. TERMS**

Subject to any variation expressly agreed in writing, the terms set out below shall form the contract between you (the "customer") and the Company

**2 HIRE, PRICES AND METHODS OF PAYMENT AND DEPOSIT**

- 2.1** The Company will only consider a job confirmed once we have received a signed copy of the booking confirmation/pro forma invoice either by a scan or photo attached to an email, or by post.
- 2.2** The customer named on the booking form is responsible for the goods hired by the Company and any loss or damages that may occur.
- 2.3** It is the responsibility of the customer to have a representative on site to accept, check and sign for the goods on delivery and collection.
- 2.4** Hired goods shall remain the property of Options Greathire Ltd at all times.
- 2.5** The prices for hire, the sale of goods and the provisions of services by the Company shall be those set out in the price list published by the Company on the date of delivery (or deemed delivery) or, in the cases of services, the date of provision of the quotation. Such prices can be varied by the Company without prior notice.
- 2.6** Unless otherwise agreed in writing, the Company shall not be required to provide any goods and/or services until the price for such goods and/or services has been paid in full together with any deposit which may be payable from time to time
- 2.7** Payments can be made by bank transfer or by debit or credit card (fees may apply)
- 2.8** A 50% non-refundable deposit will be required to confirm the booking and the balance is due in full prior to delivery.
- 2.9** A refundable security deposit may be requested before delivery to be held as security against breakage, loss and/or damage of any goods hired by the Company
- 2.10** Replacement or damage repair costs for lost or damaged goods will be invoiced at our discretion
- 2.11** The order confirmation must be received 72 hours prior to the date of delivery. Every order, modification or confirmation received within less than 72 hours may result in additional charges.
- 2.12** All prices quoted are subject to VAT
- 2.13** Unit prices are reflective of a 24 hour hire period

**3 CANCELLATION**

- 3.1** 72 hours notice must be given for cancellation on all bookings or the order will be charged in full. Confirmed bespoke orders cannot be cancelled.
- 3.2** No request for cancellation shall be taken into account until notified to the Company in writing.

**4 DELIVERY & COLLECTION**

- 4.1** Any dates and times quoted by the Company are intended to be an estimate which we will endeavour to meet.
- 4.2** Should a loading dock or sufficient parking space not be available on delivery or collection, additional charges may be incurred and invoiced separately.

- 4.3** An additional £80.00 per hour wait time will apply if the event space is not available for set up or break down as per the timings stated on the booking confirmation.
- 4.4** An additional full day hire fee will apply if items are not ready to be picked up on the date/time stated on the booking confirmation
- 4.5** Nothing is to be attached to the goods without permission from the Company, this includes vinyl stickers. Charges to clean, repair or replace may apply.
- 4.6** Furniture cannot be moved or stacked other than by the Options Greathire team without our permission.
- 4.7** On site Options Greathire Ltd is only responsible for loss or damage whilst the goods are in our possession.
- 4.8** Queries regarding accuracy or quality of delivered goods must be made immediately upon delivery at the time goods are signed for.
- 4.9** In the event of equipment break down or product failure or breakage, the Customer must notify the Company of the fault immediately.
- 4.10** The company shall not be liable for any loss or damage caused or alleged to be caused directly or indirectly by the property, by an inadequacy of the venue or any defect in the venue, or by an incident in connection with the venue.
- 4.11** Hired goods shall be at the customer's own risk from the time of delivery through to collection. Risk will not pass back to the Company in respect of hired goods until such goods are back in the physical possession of the Company.

**5 INSURANCE STORAGE AND USE**

**5.1** During the entire period which the goods are hired from the Company the customer shall remain responsible for such goods and, if appropriate, insuring them.

**6 LIMITATION OF LIABILITY**

The Company's total liability in contract, tort, misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of the Company's obligations under those terms will be limited to the price which the customer has agreed to pay for the hired or sold goods and/or the provision of the services supplied by the Company.

**7 GOVERNING LAW**

These terms and any dispute arising out of or in connection with their subject matter shall be governed by English Law.

**8 PERSONAL DATA PROTECTION**

The Company complies with GDPR and any data stored by us is held on the legitimate interest or contract basis as provided in the GDPR – and is only such data – typically name, email, phone number and address – necessary for us to contact you. If you object to us holding your data and would like us to delete it please email info@options-greathire.co.uk

The Company will never disseminate its client file and will keep it confidential.

However Personal data may be forwarded to third parties tasked with order completion and payment as well as third-party companies when Options Greathire makes use of suppliers or subcontractors for contract execution.

**Signature of Acceptance:**.....

**Print Name:**.....

NB Email receipt is considered acceptance of the above

**Company Name:** .....

**Date:** .....

**Our Ref:** .....