



Virginias Vintage Hire Ltd

TERMS AND CONDITIONS 2018/2019

All equipment hire is subject to these terms and conditions irrespective of value, hire period or favours.

Parties

1. The Hirer is Virginias Vintage Hire Ltd and/or Virginias Vintage Hire Scotland
2. The Hiree is the person or business names on the invoice

General Terms

1. All quoted prices are subject to a standard rate of VAT at 20.0%.
2. A refundable security deposit has been included in your quote and is not subject to VAT.
3. Installation & set up is NOT INCLUDED in our basic hire prices.
4. Quoted prices are valid for 1 month. After this period if you have not paid your deposit, your order may be subject to price increases.
5. It is the responsibility of the Hiree to ensure all items listed on the invoice are correct. Please check your invoice and notify Virginias Vintage Hire if any amendments are required.
6. The Hiree assumes all responsibilities & liabilities once items have left Virginias Vintage Hire premises until they are returned to us. Where Virginias Vintage Hire has offered a delivery & or collection service, once items have been delivered, the Hiree assumes all responsibilities & liabilities until they have been collected by Virginias Vintage Hire.
7. Any packaging provided with hired items should be stored by the client during the event & returned with the hired items. Any damaged or lost packaging will be charged for (excluding bubble wrap).
8. The Hiree undertakes all safety measures for hired goods in compliance with safety & fire regulations. It is essential health & safety practice to keep all items away from heat sources as flammable materials may have been used in the manufacture of hire stock.
9. Unless agreed by Virginias Vintage Hire in advance, all hire items are for indoor use only. Any items used outside are done so entirely at the hirer's risk.

10. All hire items are 'used' & therefore reasonable signs of wear & tear will show as they are continual hire items. If you are unable to view the items on your order in person please be aware that the colour and condition may differ from the images on the website. It is your responsibility to inform us of any specific requirements regarding colour, condition and suitability for your project.
11. Virginias Vintage Hire reserves the right to replace props with a suitable substitute in the event of unavailability.
12. Virginias Vintage Hire cannot be held financially responsible for any expense incurred between client and the venue with regards to hire items use or storage.

Hire Period

1. Advertised hire rates are for a standard 3-5 day period commencing when items are signed for upon delivery by us or collection by the Hiree or transport arranged by the Hiree.
2. Longer hire periods can be discussed and are quoted on an individual basis. Hire periods cannot be extended without prior agreement in writing with Virginias Vintage Hire.

Payments & Security Deposit

1. A deposit will be payable to confirm the order. We ask for 50% of the total hire cost (including the security deposit and transport if booked) to confirm the booking and upon receipt of this we will reserve your items for you. This is a non-refundable payment. The remaining balance is to be paid at least 30 days before the event. Your £100 security deposit is returned to you on safe collection of the items hired.
2. Scooter hire. We ask for 50% of the total hire cost to confirm the booking and upon receipt of this we will reserve your items for you. This is a non-refundable payment. The remaining balance is to be paid at least 30 days before the event. Your £200.00 security deposit is returned to you on safe collection of the items hired.
3. We must have cleared funds before the day of delivery.
4. Late returns will be charged at a daily hire rate up to seven days, after which they will be charged at double the standard daily hire rate.
5. After your event we will write to you to ask for your bank details so we can return your security deposit. We will write to you twice and if we have not heard back from you we will hold the deposit until we are requested by you to return it.

Loss / Damage and Insurance

1. The Hiree agrees that during the hire period the items shall be kept in good repair and condition.
2. All goods to be returned clean and in good condition.
3. It is highly recommended that all items should be insured by the Hiree from the time of delivery/client pick up to time of collection/client return to ensure that the goods are fully covered with regard to theft, damage and public liability risks.
4. Any loss, breakages or damage to goods where possible will be repaired by Virginias Vintage Hire or a professional repair service and will be charged on the basis of cost of restoration (including where appropriate any depreciation in value) Items not returned or which cannot be suitably restored will be charged at insurance risk value, which can be requested for at time of hire. We will deduct costs from the security deposit or if the cost to repair or replace is over the amount of the security deposit we will issue a separate invoice.
5. Excessive cleaning costs may be charged for and deducted from the security deposit.
6. Please do not use candles directly on any of the items hired. Removal of candle wax will be charged for and deducted from the security deposit.
7. Please do not use staples, nails or similar directly on any of the items hired. Removal of such items will be charged for and deducted from the security deposit.

Liability

1. Virginias Vintage Hire shall not be responsible for any injury or damage to person or property arising from the use of the equipment under hire.
2. The Hiree is responsible for the safe handling of all equipment. Two people are required to carry tables, sofas and other heavy items.
3. All items are checked and regularly maintained. Due to the nature and age of the items hired you hire these at your own risk.
4. All equipment has been tested and checked before delivery - however in the event of any uncertainty please contact our office before attempting use.

Delivery and Collection by Virginias Vintage Hire

1. Deliveries/collections are based on our drivers having easy access to a ground floor location only between the hours of 8am-6pm. Any different to this we must know in advance as extra hands may be required. If additional staff are required this is charged at a rate of £50 per hour per person. If we are not informed Virginias Vintage Hire reserve the right to not to deliver if it's deemed unsafe or unsuitable.
2. We prefer to deliver to your venue prior to the date of your event to ensure items arrive on time. If you wish us to deliver on the day of your event, then you do so at your own risk. We have every measure in place to make sure items arrive on time but cannot account for events out of our control.

3. The Hiree must provide a representative to meet the driver at delivery & collection, in order to confirm the condition of the items hired and sign for the safe delivery. If the Hiree or a representative of the Hiree is not present for delivery or collection, our delivery/collection note is final.
4. Additional delivery charges may apply that are beyond our control. Such examples are congestion charges & dispensations charges. Parking fines as a result of not informing us of adequate delivery and collection areas may also be chargeable.
5. Delivery drivers are not required to set-up furniture at your event. Please ask for set-up fees if required.
6. Deliveries or collections during unsocial hours (6pm - 8am) can be arranged. Please ask for fees if required.
7. An Access Document is available, please ask for a copy if you haven't received one or you can download this from our website.

Delivery and Collection by Courier/Own Collection

1. Orders booked where the Hiree arranges transport with a courier or their own transport Virginias Vintage Hire can advise on vehicle sizes and can recommend a trusted courier service if required.
2. Items are collected from our warehouses at one of the following addresses:

Reading Branch: Unit 112, 62 Portman Road, Reading RG30 1EA.

Devon Branch: Unit 19C1 Flightway, Dunkeswell, Honiton, EX14 4PB.

Scottish Branch: Unit 8 & 10, Mid Friarton, Friarton Road, Perth. PH2 8EL.

3. Your driver will need to quote your name on arrival. Our team will help with loading and then provide a delivery note, which will require a signature.
4. When collecting in person, the Hiree must make sure the appointed courier/driver has an appropriate vehicle and take full responsibility for the safe handling of objects including heavy and large items. Virginias Vintage Hire reserve the right to not load if we feel the you have sent unsuitable transport.
5. All collections and deliveries must be made Monday – Friday 8.30am – 5.00pm. To allow sufficient time for loading, we require transport to arrive no later than 4.30pm. Please let our team know what time we can expect you/your driver on both collection and delivery date.
6. Items to be collected are not palletised and are only wrapped or packaged if appropriate (eg small or fragile items). We require courier companies and Hiree's who provide their own transport to provide blankets and ties so items can be secured to prevent damage during transit.
7. The Hiree is responsible for discussions with their nominated courier or driver regarding venue access considerations and any assistance required for unloading/loading.

8. Please do not leave items unattended outside our warehouses at anytime. Lost or stolen items will be charged for. We will deduct costs from the security deposit or if the cost to replace is over the amount of the security deposit we will issue a separate invoice.

Cancellations

1. To cancel your hire, you must inform us in writing. As deposits are non refundable, each individual case will be taken on its own merit however the company is not required to refund any payments.

How Virginias Vintage Hire May Use Your Personal Information

1. Provide delivery drivers with your contact details so they can contact you regarding delivery and collection logistics.
2. Inform you about products and services that Virginias Vintage Hire provide. You may opt out of receiving this information at any time by writing to Virginias Vintage Hire.
3. We may use your logo or images in our promotional material to make it known that we have acted for you; you have the right to refuse this.
4. Virginias Vintage Hire will not give your personal data to any third party other than contractors (unless otherwise agreed by you)
5. All images and wording on our website and Facebook page and other social media are copyrighted to us and may not be used by anyone other than us without prior permission.

If you have questions at anytime, please contact our head office:

1 Addington Cottages, Upottery, Honiton, Devon, EX14 9PN

email: hello@virginiasvintagehire.co.uk

www.virginiasvintagehire.co.uk

Name: _____

Date: _____

Signed: _____

Address: _____