

Terms and Conditions for Party Hire

These Terms and Conditions ("Agreement") outline the agreement between Glamping Beauties Limited ("the Company") and the customer ("the Customer") for the hire of equipment, goods, and services. By making a booking, the Customer agrees to the following terms:

1. Bookings and Deposits

- Bookings are subject to availability and must be made in advance.
- A **50% non-refundable deposit** is required at the time of booking to secure your booking.
- Full payment is required prior to the event date and will be made via the online booking through Visa or bank transfer.
- In the event of cancellation:
 - Cancellations made **7 days or less** before the event will result in the loss of the deposit paid.
 - Cancellations made **8 days or more** before the event will be subject to the Company's discretion and may result in a full or partial refund, depending on the circumstances.
 - Cancelled **Custom Themes** are non-refundable.

2. Hire Period and Extensions

- The hire period is as stated in your booking confirmation. If an extension of the hire period is required, the Customer must notify the Company in writing in advance. Extensions are subject to availability and may incur additional charges.

3. Responsibility for Hired Goods

- The Customer is fully responsible for any **loss, breakage, or damage** to the hired items from the time of delivery/collection until the return to the Company.
- Any lost, damaged, or broken items will be charged to the Customer's credit card provided at the time of booking. The charge will include the cost of replacement or repair, as determined by the Company.

4. Liability

- The Company is **not liable** for any loss, damage, or injury caused to any person or property during the use of the hired equipment, except where caused by the Company's negligence.
- The Company is not responsible for any **loss or inconvenience** caused by unforeseen circumstances such as weather conditions, accidents, or events beyond the Company's control, including but not limited to acts of natural disasters, war, or terrorism.

5. Collection and Return of Goods

- Delivery and Collection of Hired items will be arranged by the Company and the Customer must ensure that the individual booking the event or any services provided by the Company is present at the specified delivery address. Additionally, the individual must present valid photo identification to confirm their identity as the hirer, with accurate details provided for the booking.
- If the Company is responsible for collection, the Customer must ensure all items are ready for collection at the specified time.

6. Payment and Credit Card Authorisation

- The Customer authorises the Company to charge the credit card provided for any outstanding payments, including but not limited to hire fees, damages, or losses.
- Any additional fees will be communicated to the Customer before the charge is processed.

7. Changes to the Agreement

- The Company reserves the right to update or amend these terms at any time. Customers will be notified of any significant changes prior to their event.

By confirming your booking and paying the deposit, you agree to be bound by these terms and conditions.