

Terms & Conditions 2018

1. The equipment hired at all time's remains the property of the Banqueting Hire Service Ltd.
2. The hire charges are for a period up to 4 days with in the stated function date. Special rates for longer periods may be negotiated. Goods not returned or retained by the hirer will be subject to extra hire charges.
3. Following your function the hirer will be invoiced for any non-returns, breakages or damage occurring to any hired items. Payment of which will be made within 30 days from the date of the invoice.
4. No responsibility can be accepted for injury by use of equipment.
5. A wash up service will be added at an additional cost. The Banqueting Hire service insists on this service in order for us to maintain our high standards of cleanliness upon delivery. Please note kitchen- equipment, linen, chair covers & furniture are none applicable. All items should be emptied of food and liquid prior to packing away.
6. Discrepancies on delivery or collection of hire must be advised immediately.
7. Every effort will be made to comply with any reasonable directive relating to delivery and collection arrangements. However we DO NOT except liability for claim arising from non-delivery or late collection of equipment or failure to adhere to those specific instructions. ANY time restrictions, stairs or distances longer than 15 meters should be advised up on booking. Deliveries are expected to be on an unobstructed ground floor level. Additional charges could be incurred for failure to inform us of the for-mentioned or if extra time is taken for deliveries or delays. In exceptional circumstances we may be unable to deliver.
8. All our equipment and furniture is solely intended to be used and stored indoors (with the exception of Patio furniture and Barbecue equipment) Dance floors will NOT be laid under direct sunlight and LED dance floors must never have liquid near them, LED dance floors are NOT for Marquee use. IF DAMAGE THROUGH DAMP, WET OR SUNLIGHT OCCURS A FULL REPLACEMENT CHARGE WILL BE MADE.
9. For non-account customers, PAYMENT MUST BE MADE BEFORE THE EQUIPMENT IS DELIVERD. IF COLLECTING FROM OUR UNIT PAYMENT MUST BE PAID AT THAT TIME. The company reserve the right to return all equipment to our premises if payment is not received. Payment may be made by cash, visa or mastercard, cheques should be made payable to Banqueting Hire Service. Hire balances should be settled 7 working days before the delivery date, cheques received 10 working days prior to delivery.
10. The customer is responsible to store and protect safely all equipment hired from time of receipt until it has been returned. Arrangements will be made for the delivery and collection of equipment at an agreed time with our transport manager. If access is not possible to make a delivery or collect hired equipment at an agreed time then a charge will be incurred. The hirer must ENSURE THAT ALL EQUIPMENT IS READY AND IN ONE AREA FOR OUR DRIVER TO COLLECT. Searching the site for the return of hired items is NOT the responsibility of our driver. If extra trips are required to collect missing items then a further charge will become payable.
11. It is the responsibility of the hirer to return all items in the CORRECTLY LABELLED BOXES, Breakages can occur if this is not carried out. A charge will be levied for re packing / packing of items if required upon arrival of our driver. All containers used in the packing of hire items must be returned or a charge will be levied.
12. No credit or refund will be allowed for unused items.
13. An order has been deemed to be accepted by the Banqueting Hire Service when an order confirmation has been processed and 25% deposit paid. Please note this is none refundable.
14. The hirer is responsible for any losses, breakages or damages. All losses will be charged at rates printed within our online price list. No substitute items will be accepted. Goods will be checked on return to our premises unless otherwise requested.

15. Cancellation charges are as follows: - 25% Deposit none refundable. Between two and four weeks prior to an event a 50% of invoice total is payable. Within two weeks of an event Banqueting Hire Service reserves the right to charge up to 100% of proposed invoice total. Cancellations due to severe debilitating ill health or bereavement will be reviewed by our head office on a personal basis.

16. Banqueting Hire Service reserve the right to charge interest at 10% for any account unpaid for more than 30 days.

17. Gas appliances must NOT be used below ground level and should be sited in a well / ventilated area.

18. All prices are subject to VAT at the current rate.

Care Of Vintage China

1. All vintage china will be sent in protective paper wrapping with a layer of bubble wrap where appropriate, please note vintage china is very fragile.

2. Please ensure you re wrap the items as they were sent to avoid damage on return.

3. All vintage china should be emptied of food and liquid.

4. All items should be rinsed out prior to return to avoid staining. Failure to rinse items can result in tea, coffee and other stains that will damage the china, in this event a full replacement charge would be levied. Never wash vintage china in dishwashers or detergents, a rinse is all that The Banqueting Hire Service requires.

Care Of Table Linen

1. White & Ivory candles are only permitted on our table linen if a slip cloth or mirror base are in place. Coloured wax is only permitted on our table linen if mirror bases are in place, slip clothes are not to be used. Both Slip cloths and mirror bases are available to hire. Irremovable wax stains could result in a full replacement charge being issued.

2. Damaged caused by burn holes, stapling, nail glue, grease, pens or crayons will see a full replacement charge levied. Linen returned in very bad condition may require additional stain treatments to remove stains, this charge is £15.00 per treatment. Please note we can remove all wine and most food stains.

3. Linen should be free of any food or debris prior to re packing. This includes streamers and wedding favours which can cause irremovable stains.

4. Linen must not be returned damp or wet. Wet linen can result in mildew of which we are unable to remove. A full replacement cost will be issued for any mildew that has taken hold due to dampness. Any damp linen we recommend to be hung out to air until collection.

5. All linen provided by The Banqueting Hire Service is high quality linen intended for dining tables only. Please note placing linen on floors can result in full replacement charges being issued.

Care Of Gold & Rose Gold Cutlery:

1. Due to the delicate nature of this cutlery always handle with care, damage caused by deviating from our care terms, listed below, will likely result in **full replacement** charges being issued.

2. On delivery you will find white gloves to enable you to lay up without marking the cutlery with finger prints.

3. All cutlery will be sent in protective paper wrapping with a layer of bubble wrap to avoid cutlery rattling which causes damage. **Please keep the PAPER and BUBBLE wrap to reuse on return.**

4. Once cutlery has been used, please remove food debris and carefully band cutlery using the additional bands provided in 10 to 15's. Please wrap each bundle in the paper it arrived in, lastly placing protective bubble wrap back on top to avoid damage in transit.

*The Banqueting Hire Service Ltd
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