

Terms & Conditions 2025

- 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 14 days from the date of the invoice. If the hirer has any cause for complaint concerning the equipment hired, this should be reported immediately. No consideration for redress will be given to a grievance once the equipment has been used.
- 4.** 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 linen, chair covers & furniture are none applicable. All items should be emptied of food and liquid prior to packing away, please see special care terms for gold and rose gold cutlery below.
- 5.** Discrepancies on delivery or collection of hire must be advised immediately, reports of missing items upon invoicing after the event will not be permitted.
- 6.** Every effort will be made to comply with any reasonable directive relating to delivery and collection arrangements. However we DO NOT except liability for any 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 aforementioned or if extra time is taken for deliveries / collections which result in delays. In exceptional circumstances we may be unable to deliver.
- 7.** Usage: All our equipment is solely intended to be used and stored indoors (with the exception of out door furniture and Barbecue equipment). Charger plates must NOT be eaten from, or damage will occur resulting in a replacement charge being issued. Wooden dining tables must never be placed face down or dragged if moved, scuff marks and water damage will result in replacement charge being issued. Chairs cannot be stacked or moved from the room they are delivered to without our prior permission.
- 8.** Dance floors will NOT be laid under direct sunlight. 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 DELIVERED. IF COLLECTING FROM OUR PREMISES PAYMENT MUST BE PRIOR TO COLLECTION. Payment may be made by bank transfer, or Debit card. Hire balances should be settled 7 working days before the delivery date, cheques received 12 working days prior to delivery.
- 10.** No responsibility can be accepted for injury by use of equipment.
- 11.** 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. We accept no liability for loss of food or beverage resulting from temperature fluctuations, power cuts or technical difficulties with equipment, including part failures.

12. 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. For delays on an arranged delivery, the fee of £80 per member of staff per hour will be levied. If access is not possible to make a delivery or collect hired equipment at an agreed time then a charge will be incurred. The fee will be twice the original transport charge applied, this fee will need to be settled before we try to deliver again. This fee is the same if we arrive to collect but are unable to.

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.

13. 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, please note our drivers will NOT repack your hire.

A charge will be levied for packing away of items if required upon arrival of our driver.

This charge is £80.00 per hour, per member of staff the time taken will be recorded by our driver with photo evidence taken. All containers used in the packing of hire items must be returned or a charge will be levied. No credit or refund will be allowed for unused items or items returned washed.

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. We accept no liability for loss of food or beverage resulting from temperature fluctuations, power cuts or technical difficulties with equipment, including part failures.

15. An order has been deemed to be accepted by the Banqueting Hire Service when an order confirmation has been processed and 25% deposit paid. After an initial 14 day cooling off period, the 25% deposit is none refundable.

16. Cancellation charges are as follows:

50% of order value is payable if cancelled between 28 and 41 days prior to the event date.

75% of order value is payable if cancelled between 7 and 27 days prior to the event date.

100% of order value is payable if cancelled less than 7 days prior to the event date.

Our head office will endeavour to reduce charges where at all possible, however ALL cancellation charges are subject to a minimum charge of £75.00 for administration.

Please note wash up and transport fees would be removed.

17. Postponement due to circumstances beyond the hirer's control:

We will try to accommodate your hire at an alternative date of your choosing, your deposit and any money paid will also be transferred. There would be no increase in price if the new hire takes place within 12 months of the original date. A 12% charge will be added before VAT to any postponement date longer than 12 months. Circumstances beyond the hirer's control are classed as; government restrictions, severe weather conditions, sudden death or debilitating health, the reason will be reviewed by our head office.

18. Amendments: We fully expect amendments to your order after you have paid a deposit.

However, removing an entire product range of furniture, will result in an additional invoice as follows:

25% of order value is payable if cancelled between 60-80 days prior to the event date.

50% of order value is payable if cancelled between 30 and 59 days prior to the event date.

75% of order value is payable if cancelled between 30 days prior to the event date.

19. Gas appliances must NOT be used below ground level and should be sited in a well / ventilated area. Large gas appliances for cooking will be sent with a gas bottle that will have a minimum of 28kg in the bottle.

20. Banqueting Hire Service reserve the right to charge interest at 12% for any account unpaid for more than 30 days, 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. We are unable to remove candle wax from table linen. Candle wax may either directly burn linen, or leave an oil residue that permanently stains. Attempting to remove candle wax from a cloth often causes damage. The hirer is strongly advised not to use candles on our table linen. Should the hirer know the risks in doing so but wish to use candles, please ensure you know the cost to replace each cloth in the likely event we have to issue replacement charges after your event. Replacement charges of table tablecloths can be found on our website, via the ordering page. Please ensure candle drip catchers or Perspex disks are used when using candles even if they are non-drip.
2. Damaged caused by burn holes, stapling, nail glue, grease, pens or crayons will see a full replacement charge levied. Linen returned in 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.
6. Linen returned soiled with vomit or biofluids will be refused and immediately disposed of. The linen must be thrown away onsite; the hirer must then notify The Banqueting Hire Service, that the items will not be returned
7. 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.

CUTLERY: Athena White & Gold / Athena Black & Gold

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. Athena White & Gold or Athena Black & Gold cutlery will be sent in protective paper wrapping with a layer of bubble wrap to avoid cutlery rattling during transport, which causes damage.

Please keep the PAPER and BUBBLE wrap to reuse on return.

Once cutlery has been used, please remove food debris and carefully band cutlery using the bands & paper provided in 10 to 15's. NEVER hand wash, dish wash or use abrasive sponges to clean the cutlery. Lastly placing protective bubble wrap back on top to avoid damage in transit.

The Banqueting Hire Service will clean all specialist cutlery within 24 hours of use.

CUTLERY: Wooden Handle.

1. Due to the delicate nature of this cutlery please remove food debris but never wash or submerge in water.