



**TERMS &  
CONDITIONS**

# TERMS & CONDITIONS

All items in the Rustic Vintage Retro catalogue are hired under the terms and conditions set out below and as described in relevant hire catalogue documentation. The payment by any party of any fees and charges for such hire items will be deemed an acknowledgement and acceptance by such party of these conditions.

## Quotation

Written quotations will remain valid for 7 days from the date of issue. In the instance that the event or hire brief alters, it may be necessary to review and reissue each quotation.

## Confirmation of Booking

Confirmation of your booking will be upon receipt of the signed terms and conditions and payment of the requested deposit by the specified date. Failure to adhere to this procedure may result in Rustic Vintage Retro releasing your requested items for other bookings.

## Payment Terms

- A deposit of 25% of the total quotation is required to confirm your booking. Where third-party services are booked on your behalf, an additional deposit may be required.
- Full payment of all quoted prices (including estimated costs, where applicable) is payable no later than seven (7) days prior to your event.
- Payments can be made via electronic funds transfer, Paypal, or cash.
- Rustic Vintage Retro reserves the right to charge interest at the rate of 10% per calendar month on any unpaid amounts following completion of the event.

## Confirmation of Items

Rustic Vintage Retro requires confirmation of all items that you wish to hire at least seven (7) working days prior to the event date. If the confirmed items increase by more than 5%, a surcharge of 15% will apply on additional items. Rustic Vintage Retro will endeavour to accommodate any requests at late notice.

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## Cancellations

All cancellations must be made in writing and at the discretion of Rustic Vintage Retro management will incur the below charges:

- If cancellation occurs more than 60 days prior to the event date, 100% of the deposit will be refunded.
- If cancellation occurs 21-60 days (inclusive) prior to the event date, deposit will be forfeited.
- If cancellation is less than 21 days prior to the event date, 50% of the quoted price is payable.
- If an event cancels less than 10 days prior to the scheduled event date, total quoted price is payable in full.
- In addition to the cancellation charge, the client will be liable for any cancellation fees incurred by Rustic Vintage Retro for services contracted and/or deposited on your behalf, where the venue and/or third party supplier applies a cancellation fee.
- Rustic Vintage Retro assumes no responsibility for circumstances beyond Rustic Vintage Retro, which prevent Rustic Vintage Retro from fulfilling its obligations.

## Collection & Delivery of Goods

All delivery and collection dates will be highlighted in the final invoice. Failure to collect/receive the items on the agreed date may result in the items not being provided to the client. Failure to return the items on the agreed date will result in additional charges.

## Damages

The client shall be responsible for the cost of making good any damage or loss caused to any item or service booked on behalf of the client and Rustic Vintage Retro furniture, decorations and equipment arising out of and in the course of the client's events.

## Cleaning

The Client shall be responsible for the cost of cleaning which, in the opinion of Rustic Vintage Retro management, exceeds reasonable cleaning requirements for visible damage to any hire item.

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## Substitution of Items

Rustic Vintage Retro may assign an alternative item for you if a selected item is unavailable for any unforeseen reason. Where possible, Rustic Vintage Retro will consult with you before making any changes. If Rustic Vintage Retro is unable to provide the hire items or any other arrangements or any part of it due to circumstances beyond Rustic Vintage Retro control, Rustic Vintage Retro will not be responsible for any costs, damages or expenses that you may suffer or incur.

## Indemnity

The client uses any item booked on their behalf by Rustic Vintage Retro at their own risk. The client hereby indemnifies Rustic Vintage Retro and agrees to keep Rustic Vintage Retro indemnified against all actions, suits, proceedings, claims and demands, costs and expenses whatsoever which may be taken or made against Rustic Vintage Retro and/or incurred arising out of injury or damage to any person or property from or during the use of Rustic Vintage Retro facilities except to the extent that it arises from negligence or default by Rustic Vintage Retro.

I hereby agree to the terms and conditions outlined above:

Full Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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