



Terms of Business

General Hire Conditions

The contract is for the hire and /or sale of equipment detailed on the contract. The parties to the contract are the Hirer, as an individual or an organisation whose official representative will be the signatory of the contract.

All equipment hired remains the property of The Treasure Box at all times. Purchased equipment remains the property of The Treasure Box until full payment is received by The Treasure Box

Where the Hirer is in breach or subject to insolvency or liquidation proceedings, The Treasure Box may terminate the contract and collect equipment without affecting any rights to recover monies owing or breach of contract damages.

Booking Terms

All bookings are taken on the understanding that the customer has read and accepted all terms and conditions stated.

The Treasure Box will not accept any responsibility for the hirer not thoroughly reading and understanding all terms and conditions.

A 10% deposit will provisionally secure your date. The Treasure Box will continue to take enquires for all dates until the deposit is received. These are non-refundable.

Payment of the deposit is the hirers acceptance and understanding of all terms.

The booking invoice is a binding contract between The Treasure Box and the hirer, and does not require a signature to confirm this. The transfer of monies, acts as the hirers signature and acceptance. Non signature is not sufficient to cancel this agreement.

Any questions regarding any of the terms, must be reported to The Treasure Box within 28 days of the booking date.

Everything remains the sole property of The Treasure Box at all times.

All items are for hire only unless otherwise stated.

The hirer is solely responsible for all hired goods for the duration of the hire period and is fully responsible for any injury, death or damage to any persons or property.

The Treasure Box cannot be held responsible for any injuries or death that occur during the duration of the hire period.

Confirming Booking and Deposit

To confirm a booking, the stated deposit from your quote is required to be paid within 14 days of invoice date. An invoice will be sent with the amount and our payment details.

If payment is not made within 14 days then the date and items become available for re-bookings.

If the booking is made less than 8 weeks before the event, then full payment is required upon booking.

Final Payment

Final payment is due 8 weeks before the event date. If payment is not made, then the booking could be cancelled without the deposit refund. You may make small changes to your booking by adding items on as you go (providing availability).

Hire Items

Everything stated on the booking form will be provided at the event. It is the hirers responsibility to check this, and The Treasure Box will not be held responsible if something is missing from the booking form without the hirer informing us. The Treasure Box cannot be held responsible if items don't match other hire items form external suppliers, or the overall look is not what the hirer had envisaged.

The Treasure Box will make every decision in the best interest of the hirer. This may include altering colours, positioning, props and styling themes slightly in order to achieve a greater desired effect.

The Treasure Box will not be held responsible for any loss, injury or death as a result of open flame. The hirer should ensure that candles are permitted and should take every precaution that these are used and maintained safely after The Treasure Box have left the venue.

The Treasure Box may use photography taken during the hire period, and is eligible to do so. We will not share any images before the event has taken place.

Any equipment unavailable for inspection or collection, after a reasonable time, will be deemed to be lost and a charge will be made to the Hirer equal to the current replacement value of the equipment. The Hirer agrees to pay for all equipment loss, repair, and cleaning (see below paragraph). Hire charges will continue until full payment is made.

Equipment must be returned by the Hirer to The Treasure Box in the same condition that The Treasure Box supplied it to the Hirer. Any catering equipment, crockery, cutlery or glassware items returned by the Hirer to The Treasure Box in an unwashed state will be liable for a 'return-dirty' charge which is currently 10% of the hire value of these items.

Responsibilities of the Hirer

The Hirer will check quantities and condition of equipment on delivery. Any damage or shortfall must be agreed and noted on the delivery form by both parties.

The Hirer accepts full responsibility for the security and safe use of the equipment until collection or return to The Treasure Box.

We are happy for the furniture to be outside during the hire period, however if there is bad weather or rain, we ask for the furniture to be fully under cover or taken inside.

The Hirer shall return all crates and boxes supplied by The Treasure Box. Failure to return these items will result in a charge for their full replacement value being made to the Hirer for which the Hirer will be invoiced for in full. Payment must be settled within 7 days of the invoice date.

The Hirer agrees to insure all equipment on a full replacement basis against loss and theft. All insurance claim proceeds to be paid to The Treasure Box on demand.

Delivery & Collection

If you have any Delivery & Collection date, time or access restrictions to the venue, you must make us aware before the booking is confirmed. If we do not confirm any specific details when the booking is made we cannot guarantee we can accommodate your request. Delivery & Collection is to the ground floor only, unless previously arranged.

You must ensure parking is available and no restrictions apply. Any parking fines or other parking costs incurred due to inadequate provisions made by the organisers of the event for delivery and collections by The Treasure Box will be re-charged to the Hirer. Any toll or congestion charges will be included in your quote.

When the items are delivered, you, or an assigned person will be asked to sign a 'Delivery Note', stating you have received all the items required, and are happy with their condition. If there is no one available, it will be assumed that everything has been delivered and in the correct condition.

Additional charges will be made if our delivery driver(s) is delayed upon delivery or collection, and invoiced after the event, this must be paid within 14 days. We may contact your venue to arrange delivery and collection, or to ascertain your hire period at the venue.

Cancellations / Change of Date

In the event of the a cancellation, all monies paid will be lost and remain the property of The Treasure Box, regardless of how early the booking is cancelled.

The Treasure Box will not incur any liability due to the contract not being fulfilled due to force majeure - such as extreme weather, flood, fire or any other acts of god. Every effort will be made in order to fulfil the contract.

You may cancel the booking within 7 days of making the booking. You will receive a full refund of your deposit. If you cancel after this date, no refund will be given. Minor amendments can be made up to 1 month before the event date, at no charge to yourself. We may cancel the booking at any time if you are in breach of any of the Terms & Conditions, and no refund will be given. If, due to unforeseen circumstance you need to change the date of your wedding or event, we will do everything we can to accommodate your new date, pro rata charges will be effective.

Hire Period

The hire period is for the date of the event. We try to allow you the furniture in time to set up, and clear away. Some venues only allow access for limited periods, therefore your hire period will reflect that. Your length of hire will also depend on our delivery schedule for that week.

We always aim to allow the hire period to fit with yours and the venues needs. When the items are delivered, you are responsible for them. If any damage occurs or items go missing, this is your responsibility and will be charged.

COVID-19

In the event that you need to postpone your event due to COVID or related variants we will do everything we can to fulfil your required order on a new date. If we do not have availability of the exact items, you have hired we will hope to provide a similar alternative. If you do postpone, please pay the final balance on the original due date, so 8 weeks before your original date. If you decide to cancel due to COVID and the contract with us

being frustrated, then any refund issued will be minus an admin fee. This will be individual to each booking.

If you are unsure of a new date, any money paid can be used as credit against an event in the future (valid for 24 months).

Any event you hold we expect you to be following any guidelines set out by the Government. If you contravene these guidelines, we are in no way liable for any repercussions by way of enforcement.

Governing Law

These Terms and Conditions shall be governed by, and construed in accordance with, the laws of England and Wales. Any dispute, controversy, proceedings or claim between us and you relating to these Terms and Conditions shall fall within the non-exclusive jurisdiction of the courts of England and Wales.

Insurance

The Treasure Box has full Public Liability insurance.