



# TERMS AND CONDITIONS

Throughout this Agreement the below mentioned sentences have the following meanings namely:

- *By customer means the person responsible for all charges and financial obligations. Responsible for a period of hiring or setting up the venue.*
- *By goods means all items provided by Dream Hire & Deco Ltd*
- *By DH&D or DHD Ltd means Dream Hire & Deco Ltd*
- *By Furniture means chairs, tables and other items classified as furniture.*

As a business, we collect and stock any information you provide us in any other way or enter it on our website for a short time and destroy them when not required for the services. However, personal information used to support our business, such as reviews and feedback... will be kept promoting Dream Hire & Deco Ltd. We may use IT tools to measure and collect session information, including length of visits to some pages, page response times, methods to surf away from the page and page interaction information.

Why do we collect them:

- To comply with the Data Protection Act by the English laws in the Court of England.
- To be able to contact our customers and potential customers with general queries.
- To deliver and operate the Services.
- To provide our customers with ongoing customer assistance.
- To generate totalled statistical data and other aggregated and inferred Non-personal Information, which our business partners or we may use to provide and improve respective services.

## ***Booking***

You accept our terms and conditions by booking our goods for hire or styling service and establishing a contract. The booking is confirmed by paying 30% of the quotation price, refundable when items are returned. Bookings are not transferable. Remember that the deposit is not included in the quotation price, as this will be re-credited to your account.

Once the booking is confirmed, DH&D Ltd could arrange a visit to the venue site before the event.

DH&D Ltd reserves the right to require some forms of identification from the customer, which will be treated according to English Law in the Courts of England.

## ***Styling Service***

The customer shall be responsible for booking the venue. Allow Dream Hire & Deco time to set up the platform and collect all used items. Dream Hire & Deco Ltd shall not be responsible for arranging or clearing away tables, chairs, and any other equipment not belonging to the company; everything must be ready before our arrival. In the case of hire only, goods must be collected by the customer and returned as agreed; otherwise, a charge will be applied. The customer's responsibility is to check that all goods booked are acceptable by the venue.

All goods used for styling or hired from DH&D belong to the company and remain the company's property and shall only be used for their intended purpose and shall not be sold, rehired, or lent...

Shall the customer agree to allow DH&D to use pictures and videos of the styling for promotional uses (excluding people unless approved) ...

## ***Furniture Booking***

Additional notes:

If the booking is included the hire of furniture too, we require full payment for hiring them.

This means they will be two sections displayed on the invoice: the first would be for hire props or styling services, and the second will provide information for furniture services (full payment required in any circumstances)

Any delays caused by circumstances beyond our control will be charged at £30.00 per person-hour. Furniture booking ONLY doesn't include setting up or breaking down furniture. All items must be stacked and ready for collection at the agreed time.

## ***Parking***

We strongly expect the customer to inform us of any parking charge included on the invoice; if the customer fails to notify us, payment will be taken out from the deposit and receipt provided. In addition, any parking forfeits or penalties obtained on delivery/collection (area) caused by conditions beyond our power will be charged in full.

## ***Final Payment***

The full payment of 100% of the quotation price, which is not included in the deposit, must be paid eight weeks before the event unless otherwise agreed.

DHD Ltd shall reserve the right to cancel the booking and retain the deposit in full if this is not paid by the due date. The Customer can upgrade their chosen services until eight weeks before the event date and will be invoiced for the difference accordingly. The original request can be modified if it is an ad. Dream Hire & Deco Ltd shall reserve the right to accept or decline those amendments.

Payment terms (no refundable) will be sorted as appropriate for short booking notice according to availability.

## ***Cancellation***

We do understand that cancellations may happen due to numerous causes. However, a payment deposit is not refundable if the customer cancels the booking before the event under all circumstances. Why? Because once the deposit is paid, we save the date for you and turn down other requests. We may not resell it to other customers. This will occur a loss for the business and people who already work on your project. In addition, we might likely spend some money on your demand... Despite various reasons, cancellation always brings negative impacts and disturbances to one another.

If the Customer or Dream Hire & Deco company has to cancel because of unexpected weather conditions such as floods, heavy snow, dangerous ice, and stormy conditions, which would put staff safety in danger, the customer would have to obtain insurance to cover such circumstances.

Suppose the customer cancels the booking for a reasonable reason after the full payment. In that case, the company shall have the right to retain the entire cost and offer another suitable date (for hire or styling) according to the DH&D calendar to fulfil its duties.

If the customer cancels before full payment, the deposit becomes non-refundable. Cancellation should be in written format.

If an event must be cancelled due to COVID-19 Government Restrictions, we expect the customer to give us at least one month's notice to get the full refund (not including the deposit). We will also require proof of cancellation from the event venue. The refund will be issued within five working days.

## ***liability***

This agreement shall exist from the first payment, which is a deposit to be held by the company. It shall then remain held until goods are collected or returned in the original delivered/collected condition (except for wax on the candles, light linen soiled, and other reasonable situations depending on DH&D judgment). In the event of goods damage or loss, the customer will hold full responsibility for replacing them with new ones.

DHD Ltd shall be responsible for reclaiming the cost of any such replacement from the deposit. In the case of damage more than the deposit, the customer will still be liable to pay the full price charge. It is the responsibility of the customer to pursue and reclaim any costs from the 3rd party in case of damage, loss, or misuse of our items.

The customer or an appointed person must verify, agree, and sign the delivery checklist document for inventory provided on the day. If the list is not signed, shall the list remain in effect.

Price quotation for venue styling is given according to DHD working service areas and as agreed with the customer. Any change without DH&D consent is subject to extra fees or contract cancellation with the right to retain the booking deposit.

DHD Ltd shall not be responsible for any accident or injury to a person caused by the goods provided.

DHD Ltd shall only liaise with the customer under this privacy policy. The company takes no responsibility for any claims arising from any event, organization, person, or group concerning or involving goods owned by DHD Ltd.

DHD Ltd is not liable to check that all items hired are acceptable for the venue. However, the customer is responsible for checking that everything they ordered is correct and meets the event's requirements.

Please strictly refer to the terms and conditions for weddings and events styling services or hiring props, and bear in mind that as a company and using cookies on the website, we undertake to treat all customer details and information as confidential under the Data Protection Act by the English laws in the Court of England.