



TERMS AND CONDITIONS

Welcome to the Terms and Conditions for Dream Hire & Deco Ltd. These terms and conditions outline the legal responsibilities, obligations, and agreements between the customer and Dream Hire & Deco Ltd regarding all wedding and event styling services, décor hire, prop hire, and furniture hire.

By booking with us, visiting our website, or using any of our hire or styling services, you confirm that you have read, understood, and agree to these Terms and Conditions. Please read them carefully.

A. Definitions

For clarity throughout these Terms and Conditions:

- “DH&D Ltd”, “Dream Hire & Deco Ltd”, “we”, “us”, “our” refers to Dream Hire & Deco Ltd.
- “Customer”, “client”, “you”, and “your” refer to the individual responsible for the booking, payment, and the hired goods.
- “Goods” refers to all hire items, including props, décor, draping, linen, floral arrangements, accessories, centrepieces, plinths, signs, backdrops, lighting, and furniture provided by Dream Hire & Deco Ltd.
- “Services” refers to all styling, setup, installation, and event decoration services carried out by Dream Hire & Deco Ltd.

These Terms and Conditions apply to all wedding and event styling services, hire props, DIY hire, and furniture hire.

B. Privacy, Data & Cookie Policy

As part of our services, we collect personal information you provide via our website, enquiry forms, emails, and direct messages. This information is stored securely and used only for:

- Managing your bookings
- Providing quotes and invoices
- Customer communication
- Delivering our services
- Improving user experience
- Marketing (only with your explicit permission)

We also use cookies and website analytics to improve our website's performance, track session data, and understand visitor interactions. Cookies help us analyse navigation behaviour, page visits, and site performance.

All data handling follows UK law, including the Data Protection Act and GDPR. For full guidance on UK data rights, visit the Information Commissioner's Office (ICO) at:  <https://ico.org.uk/>

We treat all customer information as confidential and never sell or share data with third parties except where required by law or necessary for service delivery.

C. Booking Process & Payment Terms

By making a booking, you acknowledge and accept these Terms and Conditions.

1. Deposit

A 20% refundable booking fee is required to secure your date. This booking fee is held as a damage deposit and is not included in your quoted styling or hire price.

Once your event is completed and all hired items have been returned, inspected, and confirmed to be undamaged, clean, and accounted for, your deposit will be refunded in full.

If any hired items are lost, damaged, broken, or returned in an unacceptable condition, the cost of repair or replacement will be deducted from the deposit.

If the cost of repair or replacement is greater than the deposit amount, an invoice will be issued to the customer for the remaining balance, which must be paid in full. Customers may then seek reimbursement from any third party responsible for the damage or loss.

2. Balance Payments

The remaining balance for your styling or hire services must be paid 8 weeks before the event date, unless an alternative arrangement has been agreed in writing.

The remaining balance refers to the full cost of your styling or hire services, separate from the 20% booking deposit, which is paid at the time of booking to secure your date.

To clarify how this works, here is an example:

If your styling or hire quotation is **£800**, the required **20% booking deposit is £160**.

This means **your total cost is £960**, consisting of:

- £160 deposit (paid upon booking)
- £800 remaining balance (due 8 weeks before the event)
- If the client books less than 8 weeks before the event, the following applies:
- The full quotation amount and the 20% deposit must be paid together at the time of booking.
- Using the same example, the client would pay the full £960 upfront (the £800 service fee + £160 deposit).

This ensures we can secure your booking, prepare your items, and allocate staff within the shortened timeframe.

Please note that late payments may result in cancellation of your booking, and the deposit will be retained in accordance with our terms and conditions, as your event date has been reserved exclusively for you.

3. Identification

We may request photo ID for security and fraud prevention. All ID is handled according to UK data laws.

4. Non-Transferable Bookings

Under our terms and conditions, all bookings with Dream Hire & Deco Ltd (“DH&D Ltd”) are non-transferable. This means a booking cannot be transferred to another person, event, or venue under any circumstances, as each booking is secured specifically for the original client, date, and event outlined in the agreement.

However, a change of date may be considered in exceptional circumstances. Date changes are not guaranteed and will only be accepted if:

- DH&D Ltd has full availability on the new requested date.
- The request is made in writing, and
- The change complies with our wider terms and conditions, including the cancellation policy.

If a suitable date can be offered and approved, the booking may be moved one time only, strictly subject to availability.

If we are unable to accommodate the new date, the request will be treated as a cancellation, and the original terms and conditions regarding cancellations—including loss of deposit—will apply.

This ensures fairness, protects our scheduling commitments, and maintains the integrity of our terms and conditions for all clients.

D. Styling Services

These Terms and Conditions ensure a smooth process for all weddings and events.

1. Venue Access

The customer is responsible for ensuring the venue provides:

- Adequate setup time

- Access for our team
- Safe working conditions
- Accurate layout information

We are not responsible for delays caused by the venue or third parties.

2. Scope of Service

Our styling services do not include moving or arranging:

- Venue tables
- Venue chairs

Equipment belonging to the venue or other suppliers

If we are required to assist, extra charges apply.

3. Setup & Collection

Under our terms and conditions, all setup and collection times are arranged and agreed in advance to ensure smooth coordination with your venue and event schedule. It is the customer's responsibility to ensure the venue is ready for access at the agreed time.

If there are delays in collection or setup caused by the venue, the customer, or any third party acting on their behalf, a delay fee will be applied. DH&D Ltd charges £40 per hour for delays. This fee is calculated proportionally, meaning any 30-minute delay will be charged at £20, and any additional time will continue to be charged at the same hourly rate.

These charges form part of our terms and conditions to protect staff scheduling, logistics, and same-day commitments to other clients.

4. Image & Media Consent

As part of our terms and conditions, DH&D Ltd routinely photographs our venue styling, décor setups, and hire items for business promotion. These images help showcase our work across our website, social media platforms, and marketing materials. We may also use selected photographs taken by professional photographers working at the event, with appropriate credit given to the photographer.

Customers retain the right to object at any time if they do not wish certain images to be used. Upon receiving such a request, DH&D Ltd will remove the specified images from future use in line with our terms and conditions.

To explore our professional styling options, visit our  [Room Styling Services](#)

E. Furniture Hire Terms

Furniture hire is charged separately from décor hire or styling packages.

- Full payment is required at booking.
- Furniture hire does not include setup or breakdown unless arranged.
- Items must be stacked and ready for collection at the agreed time.
- Delays incur a cost of £30 per person per hour.

All other Terms and Conditions apply equally to furniture hire.

F. Parking, Access & Surcharges

Under our terms and conditions, the customer must provide full and accurate information about all venue parking restrictions, loading access rules, and any associated fees at the time of booking and prior to the event. This information is essential to ensure smooth delivery, setup, and collection of all styling and hire items.

If the customer fails to disclose this information when booking:

- Any parking charges, access fees, or venue-imposed costs will be deducted from the deposit.
- Any parking fines or penalties incurred due to restricted access, loading limitations, or lack of parking information will be the full responsibility of the customer, as DH&D Ltd cannot be held liable for conditions outside our control.
- A receipt or proof of payment will be provided where applicable.

These requirements ensure that our team can safely access the venue and deliver our styling services efficiently, in accordance with our terms and conditions for wedding and event styling and hire services.

G. Cancellation Policy

We understand that cancellations happen, but these Terms and Conditions protect our business and staff.

1. Deposit – Non-Refundable

All deposits are **strictly non-refundable under any circumstances when the customer cancels the booking**. Once the customer pays the deposit, the agreed event date is fully reserved for them, and Dream Hire & Deco Ltd immediately turns down all other enquiries for that date. This creates a direct loss of business opportunities.

In addition, the deposit covers the administrative work already carried out at the time of booking, including consultation time, calendar management, initial event planning, and the preparation of hire items or styling services. These tasks are completed in advance, even if the event does not go ahead.

Because the booking deposit protects the business against lost revenue, early labour, and reserved stock allocation, it **cannot be refunded** if the customer cancels, changes their plans, or no longer requires the service.

2. Customer Cancellation After Full Payment

If you cancel after making a full payment:

- The payment is non-refundable
- We may offer an alternative date depending on availability. Read more details in the “Non-Transferable Bookings” section.

3. Weather-Related Cancellations

The weather can be unpredictable, and for this reason, we strongly recommend that all customers obtain suitable event insurance to protect their booking. This is an important part of our terms and conditions, as insurance ensures you are covered for circumstances outside anyone's control.

Dream Hire & Deco Ltd will always do our best to support clients during challenging situations. However, severe weather conditions — including storms, ice, heavy snow, or floods — do not qualify for refunds. These circumstances are beyond our control, yet significant time, planning, and resources have already been allocated to your event.

Event insurance allows customers to recover costs when extreme weather prevents the celebration from going ahead, ensuring peace of mind while also maintaining fairness and clarity within our terms and conditions.

H. Damage, Loss & Liability

Under our terms and conditions, the customer is fully responsible for all hired items from the moment they are delivered or collected until they are returned or collected by Dream Hire & Deco Ltd. This responsibility includes safe handling, correct usage, and ensuring items remain in good condition throughout the hire period.

If any hired items are damaged, lost, or returned in an unusable condition, the following applies:

Damages or losses will be deducted from the customer's deposit. This deduction includes the full cost of repair or replacement as outlined in our terms and conditions.

If the replacement or repair cost exceeds the deposit amount, the customer will receive an invoice for the remaining balance. This must be settled in accordance with our terms and conditions.

Where replacement items must be ordered, any postage, courier, or delivery charges associated with obtaining a new item will also be added to the invoice.

If damage or loss is caused by a third party—such as guests, venue staff, suppliers, or entertainment—the customer remains responsible for covering all costs. It is the customer's responsibility to recover any expenses from the third party, as stated in our terms and conditions.

Dream Hire & Deco Ltd is not liable for:

Injuries, accidents, or damage resulting from improper use of hired items

Venue limitations, including restricted access, unsuitable conditions, or refusal of installation

Any actions or negligence of third parties

Situations where unsuitable venue conditions prevent safe setup or styling

For clarity and to maintain compliance with our terms and conditions, we communicate only with the customer named on the booking. This avoids confusion and ensures all decisions are authorised and recorded correctly.

I. Collection, Delivery & Checklist

A delivery checklist is provided on the day.

- The customer or a designated person must sign the checklist
- If not signed, our inventory list is considered accurate
- DIY hire customers must return items clean and on time
- The maximum hire period for DIY is four days

All items remain the property of Dream Hire & Deco Ltd.

J. Use of Hired Goods

Hired goods must:

- Be used only for their intended purpose
- Not be rehired
- Not be lent to others
- Not to be modified or altered

We reserve the right to refuse future bookings in cases of misuse.

K. Final Agreement

By paying your deposit and confirming your booking, you agree to all Terms and Conditions outlined here. These Terms and Conditions are governed by **English law** under the jurisdiction of the **Courts of England and Wales**.

Dream Hire & Deco Ltd reserves the right to update these Terms and Conditions at any time.

Dream Hire & Deco Ltd