



## HIRE TERMS AND CONDITIONS

- Please read this agreement carefully. Once you accept the details within your customer details form and itinerary, you agree to be bound by the terms within.
- These are the only terms and conditions upon which will form a binding contract with you. No alteration or substitution to these terms and conditions shall be valid unless agreed in writing by Serene Events.
- Within these terms and conditions reference to “goods” “order/s” or “item/s” shall include items hired by you from us under the contract for hire agreement and specified in your Itinerary.
- Hire is for a approximately 24 hours unless agreed otherwise.

## PAYMENTS

- We reserve the right to charge a security deposit of a minimum of £100 depending on the value of your booking, which shall become payable 7 days before the hire date.
- A deposit is payable on booking of £100 or 10% of the booking value, or where goods have been purchased specifically for your booking, the cost of such good in so far as to ensure Serene Events does not suffer a financial loss as a result of such purchases, whichever is the higher, which shall be non-refundable. This also secures your date.
- We will invoice for the outstanding balance on the entire order 8 weeks before the event date. We accept payment bank transfer. Where full payment is not received before the event date the booking will not go ahead.

## CANCELLATION REDUCTIONS AND CHARGES

- To cancel your booking please email [info@serene-events.co.uk](mailto:info@serene-events.co.uk).
  - Where you cancel 4 or more weeks prior to the event date your deposit payment will be non refundable
  - Where you cancel less than 4 weeks prior to the event date the whole booking fee will be payable.
  - Once your booking is confirmed reduction in number or booking value can only be made with full agreement of Serene Events.

Registered Office Address: Pastures Lodge Farm, Raunds Road, Chelveston, NN9 6AA

Company Number: 11149056

VAT Registration Number: 368156667

Email: [info@serene-events.co.uk](mailto:info@serene-events.co.uk)

## OWNERSHIP

- All goods remain the property of Serene Events, Pastures Lodge Farm, Raunds Road, Chelveston, Northamptonshire, NN9 6AA.

## DELIVERY AND COLLECTION

- Delivery, set up and collection will be made in person by a Serene Events representative using our own fully serviced and insured vehicles.
- Please be aware that the goods remain your responsibility until they have been collected by Serene Events. Goods that are not available for collection will be charged at the replacement value.

## DAMAGED GOODS

- Goods in your care shall remain your responsibility at all times.
- Should items be damaged, any repair or replacement costs will be invoiced and deducted from the security deposit. Any costs above £100 (or the full costs should a security deposit not have been taken) will be invoiced and become payable immediately.
- The hirer shall be solely responsible for the hired goods.

## LIABILITIES

- In no circumstances shall our liability to you exceed the invoice value of the contract.
- Serene Events nor any of their employees shall be liable in respect of damage or loss incurred in respect of this hire unless it is a result of an item which was defective on delivery and set up, or due to the negligence of a Serene Events employee or representative.
- The use of real candles is only permitted in accordance with the terms conditions of the venue. The hirer must be aware that certain items become hot during use with real candles and flammable materials may come into contact with naked flames. The hirer agrees to take all necessary precautions when using real candles and Serene Events Limited shall have no liability in respect of damage or personal injury incurred as a result of use of such candles.

## LAW

- These items and conditions and any contract formed between us shall be governed by the laws of England and you agree to submit to the exclusive jurisdiction of the English courts.
- We hope you are completely satisfied with your items and our services. If for any reason you are not entirely satisfied then complaints can be made by telephoning 07971 554497 or made in writing to Serene Events Limited, Pastures Lodge Farm, Raunds Road, Chelveston. Northamptonshire, NN9 6AA.

## PRIVACY POLICY

- Serene Events Limited treats any personal information you provide in accordance with the provisions of the data protection act of 1998 and will only use the information you supply to us to contact you in connection with services provided and/or to respond to requests you have made to provide any desired information.
- Use of the Serene Events website does not require you to disclose any personal information unless you make an enquiry or contact us directly via email.
- Serene Events does not sell, trade or rent your information to third parties.

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I confirm I accept the Terms and Conditions as set out above and that the payment of my deposit is also acceptance of the same.

Name .....

Signature .....

Date .....