

Hire Agreement Terms and Conditions

These terms and conditions cover the products and services Ambers Rose provides.

1. Equipment Hire

1.1 The equipment hired remains at all times the property of Ambers Rose. The hire charges are for a period of up to 3 days including the stated function date. Special rates for longer periods are subject to availability by agreement by both parties prior to the event. Goods not returned or retained by the hirer will be subject to full replace cost of the items to be paid within 7 days of the event.

1.2 The hirer is responsible for damage and loss to the hired items. Following the event any non-returns, damage, rips, wax spills, burns, stapling, nail glue, grease, pens or crayon, fluid marks must be reported. In some cases we may be able to remove stains without extra cost. However we reserve the right to invoice the hirer if costs exceed the deposit or retain the deposit to pay for damages. Items returned in a very bad condition may require additional stain treatment to remove stains, this charge is £15 per treatment.

1.3 Fabric should be free of any food and debris prior to repacking. This includes streamers and wedding favours which can cause irremovable stains.

1.4 Fabric must not be returned damp or wet. Wet fabric can result in mildew which cannot be removed. A full replacement cost will be issued for any mildew that has taken hold due to dampness. Any damp fabric we recommend to be hung out to air until collection. DO NOT use a tumble drier to dry fabrics. This will result in fixing stains and shrinking the material.

1.5 No responsibility or liability can be accepted for injury by use of the equipment.

1.6 A laundry fee is included in your hire fee. Please do not try to remove stains yourself as the pH of the fabric may be altered by chemical detergent resulting in loss of colour or discolouration. Wrinkles are an inherent part of the charm of the fabric. Please DO NOT use an iron directly on the fabric. If you need to iron an item use a damp cloth placed over the fabric and a cool iron. DO NOT use steam. Cheescloth fabric must not be ironed.

1.7 It is the hirers responsibility to check for discrepancies on delivery or collection of hire which must be advised immediately. Reports of missing items after the event will not be refunded.

1.8 All our fabrics are designed for indoor use. Although we use a colour fixative, we cannot guarantee colours will not leech onto other fabrics especially when wet. If in doubt we advise using a barrier between fabrics

1.9 Amber's Rose accept no responsibility for any damage caused by flames or lit candles at an event and we recommend using a flameless alternative. In the event a naked flame is used, it is likely to be lit by the caterer or venue staff and we will not be held accountable for any damage caused by them. The hirer is responsible for overseeing and leasing with individuals and contractors that safety precautions have been met and adhered to.

2. Prices and Payment

2.1 Prices listed within the Ambers Rose product or service proposal will remain valid for 14 days from the date sent to you, and should be secured with a £50 deposit.

2.2 Full payment for product or service must be received prior to the event or collection and we reserve the right to cancel the order if payment is not made in full 28 days prior to the event. Payment may be made by Cash or BACS transfer.

3. Delivery

3.1 Postal delivery will incur an additional fee

3.2 Incorrect personal details may lead to problems or delays in delivery, so before placing or confirming your order for a product or service, please ensure that you have provided full address and telephone details, including accurate postcode of the intended recipient and your contact telephone number and email address so that we may notify you in the event of delivery problems being encountered. This can be completed via the booking form.

3.3 Your items will be delivered at a date previously agreed between Amber's Rose and you, the hirer. If for any reason we are not able to meet the delivery you will be notified as soon as possible. Where possible we will use Royal Mail Recorded Delivery Service for postal delivery. Local collection and Return is available by pre arranged appointment only.

4. Cancellation of the Amber's Rose Floral Design Product or Service

4.1 Cancellation of any Amber's Rose service or product must be notified as soon as reasonably possible. Any booking fee paid will be retained regardless of the circumstance of the cancellation. As per term 2.2, we must receive payment in full 28 days before the event. If you cancel your event within this time, after we have received payment from you, we are unable to offer a refund, and will retain the full amount. The expenses incurred before the event are considerable and we retain payment to cover all expenses. Please see below for timescales and refund amounts:

9 months or more before the date; booking fee retained, no further payment required

6 - 8 months before the date; booking fee retained and an admin fee of £10 required

3 - 5 months before the date; booking fee retained and 50% of the final amount payable

less than 3 months up to the event date; booking fee retained and full amount payable.

5. Complaints

5.1 If in the event there is a problem with any Amber's Rose product or service, any complaints should be addressed in the first instance to:

email info@ambersrose.co.uk

telephone 01692 671919

6. Social Media and the use of images of your flowers

6.1 We'd love to share your images on our social media pages. We do not publish photographs of individuals without consent but we'd love to see your creations.

7. Disclaimer - Ill Health, Acts of God or Adverse Weather Conditions

7.1 Whilst we agree to use our reasonable endeavours to ensure that the Amber's Rose service is fully operational and error free, we cannot guarantee this. Acts of God, sudden ill health and adverse weather conditions may affect our ability to deliver the Amber's Rose product or service. However, in cases of adverse weather conditions we will remain in contact with the named hirer in the lead up to the event. We can accept no responsibility for Acts of God, sudden ill health, or adverse weather conditions and will not be held liable for costs if we are prevented from providing the Amber's Rose design service or product. In the event of Covid Track and Trace informing us of the need to isolate, preventing deliveries to the post office, we will inform you and try to arrange collection by courier.

7.2 Hire fabrics are non fire retardant. Ambers Rose will not be held liable or advise the use of naked flames near fabrics. When using our materials the hirer is responsible for health and safety and must liase with the venue to minimise risk and hazard to health.

8. General

8.1 We reserve the right to supplement and amend the terms and conditions from time to time. We will inform you of any changes in writing. By signing and returning a copy of the terms and conditions with booking fee, you are entering into a contract and therefore agree to these terms and conditions.

8.2 We reserve the right to withdraw or suspend Amber's Rose products or services for any reason at any time.

After reviewing the above terms and conditions please sign and return this document as proof of agreement at the time of paying your booking fee. We will not proceed with your booking without a signed copy of this. Please forward your booking fee by BACS to Amber's Rose account 40634786 sort code 40-12-55

9. Replacement Item Cost

9.1 Muslin/Scrim and Cheescloth table runners replacement cost £3.83/m

Muslin/Scrim and Cheesecloth Napkins £3.25 each

Silk Table Runners up to 12m, replacement cost £120

Silk Napkins £5 each

Silk/Velvet Runners £30 per metre

Name: _____

Date of Event: _____

Signature: _____

Today's date: _____