



## **Hire Policy**

### Terms & Conditions

#### 1. Booking Information:

1.1 The 'Hirer' means the person named on the invoice.

1.2 The company is 'Little Glampers'.

1.3 Provisional bookings for parties booked more than 14 days in advance will be held for 4 days, parties booked within 7 days of the party date will require immediate full payment. Party dates not confirmed within these times will be re-released.

1.4 A deposit of £50 (non-refundable) is required to confirm the booking. The remaining balance is due 14 days prior to the party.

1.5 Final balances are required no less than 14 days prior to the party. Failure to pay the remaining balance 14 days before the hire is due to take place may result in cancellation. Payment by bank transfer is preferred and account details are provided on invoice via email.

1.6 The final numbers and choices must be confirmed at least 14 days prior to the date of the booking. Any booking reductions after this time will still be charged for at the previous rate, with no refunds due.

1.7 The Hirer must disclose the property type and any access restrictions to the venue at the time of booking. In the event that access is limited or difficult it is at Little Glampers discretion whether the booking is accepted. Little Glampers will accept no liability or responsibility if we arrive and find that restricted, difficult access or if you do not have the necessary permissions/permits in place for the hire of our goods and services which means your booking cannot go ahead. No refunds will be given if your booking cannot go ahead because of difficult access / needing permits / permissions which has not been disclosed at the time of booking. The customer will be required to carry our hire equipment up stairs inside of the property if they would like their equipment set up on any level other than the basement, ground floor or 1st floor.

1.8 The Hirer is responsible for providing Little Glampers staff with all relevant medical/dietary information for all the children attending the party at the time of booking. We take no responsibility for allergies (including skin, food, materials etc.) where we are not advised in advance of the condition. We are likewise not responsible at any point, for the welfare of the children at the parties, which remains the full responsibility of the hirer. The hirer must ensure the safe use of our hire equipment, the tents are not play items and are for



show purposes and to sleep inside of, they should not be climbed on or moved after they have been set up.

1.9 The Hirer is responsible for ensuring the accuracy of the information given to Little Glampers and to pass over such information in sufficient time for Little Glampers to perform the contract safely and without risk, within 14 days of the event occurring, to avoid last minute disappointment.

1.10 The Hirer is responsible for ensuring adequate indoor space is available for the equipment to be set up and arranged. The space required for one tent and airbed is 180 x 80cm. The breakfast trays are 56 x 36cm and are usually placed in front of each bed if there is room, however these can be placed elsewhere. Little Glampers will not refund in full or in part the monies paid in the event that adequate space is not available to set up the equipment.

1.11 Little Glampers reserves the right to make any changes to the services and set up and collection times as is deemed necessary without notice to the Hirer.

1.12 The Hirer is responsible/ liable for any damage or injury occurring from or as a result of inappropriate use or misuse or reckless use of any Little Glampers equipment. See Damage Charges Below.

1.13 Smoking, sharp objects, naked flames and pets are not permitted in the proximity of Little Glampers equipment. See Charges Below

1.14 It is the Hirers responsibility to ensure that the children are supervised at all times. Little Glampers will charge the hirer for the costs of any damage to any property caused by the Hirers breach of this clause. See Charges Below.

1.15 It is the Hirers responsibilities to ensure the children comply with all reasonable instructions from Little Glampers employees to ensure the safety of the attendees and other persons present. Little Glampers may suspend the event if the Hirer is in breach of this clause.

1.16 Little Glampers will accept no liability or responsibility to the Hirer for any damages, costs, losses, claims, expenses, demands and proceedings including property of Hirer, or any third party and their guests, or any consequential loss in these regards.

1.17 Little Glampers shall use all reasonable endeavours to provide the services in accordance with the contract and shall perform the services with reasonable skill, care and diligence.

1.18 Little Glampers shall process all data in accordance with the General Data Protection Regulation 2018.

1.19 Some produce used may contain traces of nuts or may have been made in a factory that handles nuts. Please carefully check all ingredients before use/application/consumption.



1.20 It is not the intention of Little Glampers to violate any copyright laws and all themes are only inspired by popular trends.

1.21 Little Glampers reserves the right to substitute items and/or products for similar items and/or products as and when required.

1.22 Photographs used for advertising are there as a guide; every set up is different as themes are tailored to individual customer requests, stock availability and space available.

## 2. Supervision:

2.1 The Hirer is responsible for the care and safety of all the children and should ensure that all parent/guardians are aware that Little Glampers are not responsible for the care and safety of the children.

2.2 The Hirer will be required to take responsibility for all children that have been left by their parent/guardian.

2.3 Little Glampers would recommend that the Hirer of the party take contact telephone numbers of the children attending if their parent/guardian is not staying at the same time and clarifying any medical/allergic conditions at least 14 days in advance of the event.

3. Cancellation: (by the Hirer) In the unfortunate event the party is cancelled the following refund policy will be applied:

3.1 Cancellation of a booking up to 14 days prior to the party will forfeit the deposit paid.

3.2 Cancellation of a booking between and including 13 and 7 days prior to the party will be refunded 25% of the total monies paid in addition to the deposit payment if any, the deposit payment remains non refundable.

3.3 Cancellation of a booking after the dates specified will unfortunately forfeit all monies paid which within 7 days should be the full balance.

## 4. Cancellation (by Little Glampers)

4.1 Little Glampers reserves the right to cancel the booking at any time for any reason (Little Glampers will try to give as much notice as possible).

4.2 Upon any such cancellation Little Glampers will refund to the Hirer any monies paid to them in respect of the booking within 28 days, but Little Glampers will not be liable to pay any compensation to the Hirer or any other person for any loss, damage or expenditure arising directly or indirectly from the cancellation.

4.3 Little Glampers reserves the right to terminate the booking without notice if there is a breach of these conditions, a breach of these conditions forfeits the right to a refund if the hire or services are cancelled due to non payment 14 days prior to the booked hire date.

## 5. Liability



5.1 Nothing in these terms shall limit or exclude the liability of Little Glampers, which may not be limited or excluded by law, including without limitation liability for death or personal injury caused by Little Glampers or negligence.

5.2 Subject to the above Little Glampers shall have no liability (whether arising under contract, tort, or for breach of statutory duty or otherwise) to the extent that such liability would not have arisen but for the Hirer's breach of the contract.

5.3 Subject to the above clauses Little Glampers aggregate liability for all claims in relation to the contract (whether arising under contract, tort, or for breach of statutory duty or otherwise) shall not exceed the price paid by the Hirer.

5.4 This contract is governed and construed in accordance with English law and the parties irrevocably submit to the exclusive jurisdiction of the courts of England.

5.5 No information included in this booking will be disclosed to any third party.

5.6 It is the responsibility of the Hirer to inform guests accordingly of the above terms and conditions.

5.7 Little Glampers have suitable public liability and product liability insurance and take the utmost care to ensure the safety of all party guests at all times.

5.8 Little Glampers use high quality products and follow strict hygiene routines.

5.9 Liability cannot be taken for reactions or injury sustained whilst attending a party or thereafter.

5.10 All persons using Little Glampers equipment do so at their own risk and it is the party hirer who is responsible / liable for any damage or injury occurring from or as a result of inappropriate use or misuse or reckless use.

5.11 This information is given for the safety of all people attending a party hosted by Little Glampers and it is the sole responsibility of the Hirer to ensure that they are understood and adhered to by all party guests invited.

#### Damage Charges:

Broken/Damaged Tent Frame - £50 each

Broken/Damaged Tent Cover - £35 each

Broken/Damaged Fairy Lights/ Glow wires - £5 per set

Broken/tangled Bunting - £5 per length used

Broken/Damaged plaques -£5 each

Broken/damaged/graffiti Breakfast Table - £15 each

Nail Varnish & irremovable stains from bedding - £7 per item

Damaged Air Mattress- £10 each

Damage/Missing cushions - £7-£15 each

Broken/Damaged Mermaid Tails - £15 each

Broken/Damaged Superhero costume - £22 each



Broken/Damaged LED/Glow equipment - £2.50-£20 (item dependent)

Broken/Damaged Glittery Drinks Bottles - £10 each

Broken/Damaged Glittery Mugs - £10 each

Broken/Damaged LED Projectors - £20-£80 (item dependant)

