



## TERMS & CONDITIONS 2016

### **General Hire Terms**

1. Installation, setup, delivery and collection is not included in our 'dry hire' contract.
2. All additional services required by the client, such as installation, delivery, collection and or event management, are subject to additional costs to be determined by More Production.
3. Extended hire charges will be applied to props and décor that are not returned within the agreed time frame.
4. Once dry hire props have left the premises the client assumes all responsibility and liability until the props are returned. Where More Production offers a delivery and collection service, the client assumes all responsibility and liability once delivered at the venue and until they are collected.
5. It is the responsibility of the client to undertake all safety measures for hired props in compliance with safety and fire regulations.
6. We welcome clients to our warehouse to view props and discuss requirements with the More Production team. Our props and hire items may show reasonable signs of wear and tear but we always ensure to send these out in the best possible condition.
7. Please note that any prop/ service dimensions supplied on the More Production & More Weddings website or by employees are an approximate only.
8. Whilst More Production aims to portray an accurate representation of all props on the website and in photographs sent to the client, some minor discrepancies may occur from time to time as fabrics + products used to upholster items may vary over time.

9. More Production / More Weddings cannot be held responsible for any expenses/issues that develop between the client and their venue as a result of the prop(s), decor or furniture hired.
10. The contract is finalised once your booking deposit reaches our accounts team.
11. The props must only be used indoors unless agreed otherwise by More Production.
12. By confirming your booking with us you are agreeing to the terms and conditions outlined in this document.

### **Client Collection & Return**

1. The client must ensure they have suitable transportation prior to collecting their prop hire. All dimensions can be found on the More Production or More Weddings website or advised to you by a member of staff. More Production reserves the right to refuse the release of the prop hire to transportation they deem unsuitable.
2. Collection and delivery may only be made within office hours, 9am till 5pm Monday – Friday, unless otherwise agreed with More Production.
3. We require the following prior to your collection:
  - A signed booking contract with your name and contact details
  - Payment in full
  - 1 x Form of photo ID (valid driving license or passport)
4. All props are checked prior to hire and on return – please ensure all props are returned in the same condition in which they went out otherwise you will be expected to pay for any loss or damages that occur.



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### **Delivery, Collection & Installation Service**

1. The client is responsible for allowing sufficient time and access to the venue for installation.
2. Sufficient parking must be provided for the vehicle(s) during the installation – should this not be provided, any parking charges incurred during the installation will be rechargeable to the client.
3. The client is responsible for determining suitability of the venue with regards to having props delivered and installed. Individual prop measurement and venue allowances (e.g. doorways/ lifts/ stairs) must be taken into consideration and discussed with More Production beforehand.
4. If delivery and collection is requested and not installation, you must have someone there on site to meet our driver as he will not unload and install this for you. You must have team there to collect from the drop off point. If More Production do have to remove or install unexpectedly, an additional charge will be issued after your event based on the length of time taken and the quantity of crew required to load in or to load out.
5. The client is responsible for acquiring any necessary permissions, consents or licenses to allow More Production to perform the installation services. We are happy to send over risk assessments and health and safety documents if required, please contact a member of the team and they will be more than happy to provide these for you.
6. In the event of last minute changes to timing, location or hire requests, More Production may have to issue additional charges which will be invoiced for after your event and will need to be paid within 30 days of invoice date.

### **Cancellation Policy**

1. More Production has a strict non-cancellation policy once receipt of deposit for the hire by the client is received and confirmed. Cancellation of any prop hire / décor / furniture within 12 months of the hire date will incur percentage cancellation fees and are detailed below:
  - a) Between 5 & 12 months – 0%
  - b) Less than 5 months & more than 28 days before the first day of the hire period – 50%
  - c) Less than 28 days & more than 14 days – 75%
  - d) Less than 14 days' notice – 100%
  - e) No notice of cancellation given – 100%
2. Hires made under three days before the stated hire period must be paid via debit or credit card and the full payment will be required.
3. If on receipt of your booking deposit we have been requested to externally source specific items for your event that we do not have in stock, any losses incurred by us due to your cancellation will be expected to be compensated by the client.

### **Payment Policy**

1. All bookings will be required to be paid in full before the agreed hire, delivery or installation commencement date. If the final payment has not reached us one day prior to your booking date, More Production or More Weddings reserve the right to cancel your order.
2. More Production are unable to reserve or hold an enquiry or quotation until a booking deposit or down payment has been made to secure your order.
3. All quoted prices are subject to a standard rate of VAT. Payment types accepted include:
  - a) BACS: please allow three working days for the transfer.



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b) Cheque: must be received at least seven working days before the commencement of the prop hire.

d) Cash payments are not accepted.

c) Debit card transactions are free to make payment over the phone to us. A 2.5% charge is made on all transactions using credit cards.