



## TERMS AND CONDITIONS

The hirer, by booking a party via email, phone, Facebook Messenger, Instagram, or by any other means, that they accept the Terms and Conditions,

### 1. HIRING CHARGES

- 1.1 Provisional bookings will be held for 2 days before the security deposit is due. If a deposit is not paid during the time the date will be made available again. Bookings are confirmed once a security deposit of £30 has been received.
- 1.2 The full balance is due 2 days before the party date, At this time the numbers, theme and any extras should have been confirmed. After this time, changes cannot be made. The security deposit will be refunded within 24 hours after the event following inspection of equipment and accessories.
- 1.3 The cost includes delivery (within 15 miles of NR8 5EX), assembly, styling and collection the following day. Delivery outside 15 miles will be charged as follows: For distance beyond 15 mile of NR8 an additional £25 mileage fee for between 15 to 25 miles. An additional £35 for between 25 and 30 miles. Any off-street parking fees will also be charged if incurred.
- 1.4 The hire period is 1 night however extra nights can be arranged with prior arrangements with Teepees Tents and Treats. The equipment must not be used for outdoors. We will do everything possible to ensure set up and collection is at agreed time however delays may occur due to traffic problems road closures or accidents.

### 2. CANCELLATION POLICY

- 2.1 Bookings can be change up to 14 days before the original date and must be mutual between the customer and Teepees Tents and Treats. This is subject to availability of dates and themes already booked.
- 2.2 Bookings cancelled before 14 days of the party will result in loss of the security deposit. For bookings cancelled within 14 days of the party, Teepees Tents and Treats have the right to charge hirer 50% of the total package price.

### 3. SET UP AND SPACE

- 3.1 The hirer must be present at the agreed time for set up and pack up of the equipment
- 3.2 The hirer is responsible for ensuring adequate indoor space. The space required per teepee and mattress is approximately 92cm x 160cm and the breakfast trays are an additional 36cm wide. These can either go at the foot of the bed or on the bed itself if space is limited. The space required is to ensure safety of the children moving in and around the area.
- 3.3 Teepees Tents and Treats will not refund in full or in part the monies paid if adequate space is not available to set up the equipment.
- 3.4 The hirer must ensure that the area be free of furniture prior to our arrival and is clean (dirt and dust free) and is ready for the party to be set up and styled. Teepees Tents and Treats are not responsible for the removal of furniture to enable the party to be set up.
- 3.5 The hirer is responsible for all equipment while in their care.

### 4. DAMAGE TO EQUIPMENT

- 4.1 Any damage to the equipment will result in loss of security deposit either in part or fully. This includes stains to teepees, beddings blankets and cushions.



4.2 If the cost to replace the damaged or missing items exceeds the value of the security deposit an additional invoice will be issued for immediate payment. A breakdown of replacement charges is as follows:

Broken/Damaged Teepee Frame	£45
Broken/Damaged/Stained Canopy	£30
Broken/Missing Fairy Light	£5
Broken/Missing Garland	£7
Broken/Damage/Marked Breakfast Tray	£8
Irremovable stains to duvet cover	£15
Irremovable stains to bedding	£10
Damaged/Missing mattress	£50
Damaged/Missing/Stained cushion	£10
Damaged/Missing nightlight	£7
Missing/stained blanket	£7
Missing/Stained Rug	£20
Missing/incomplete board game	£5each

4.3 To avoid accidents, we ask that food and drink are not consumed inside the teepees and any nail varnish that may have been applied is completely dry. If children are wearing any sort of makeup, we would ask that this be removed before getting into bed. The hirer agrees to ask guests to take their shoes off to enter the party space or room area. Under no circumstances shall any shoes be allowed in the party area

4.4 Smoking is strictly prohibited in and around the teepees and equipment as this creates a fire hazard and to prevent smoke odour on the equipment, If found then the equipment will need to be professionally cleaned and will result in loss of security deposit.

4.5 We kindly ask that pets be kept well away from the equipment at all times.

## 5. SAFETY OF CHILDREN

5.1 It is the responsibility of the hirer to ensure that children are always properly supervised during the party. The hirer is responsible for the care and safety of all children at the party.

5.2 Teepees Tents and Treats are not responsible for the care and safety of the children and cannot be held responsible for any injury caused to a child during the party.

5.3 Teepees Tents and Treats accept no responsibility to any damage to the hirers home or possessions while hosting a party.

5.4 It is the hirers responsibility to inform guests accordingly to these Terms and Conditions.

5.5 Teepees Tents and Treats have suitable public liability insurance and safety is of the utmost importance to us.

## 6. ALLERGIES

6.1 Please advise us in advance if a child has an allergy to bedding or particular washing powder so we can discuss options for you.

6.2 It is the hirers responsibility to notify us of any skin allergies if booking our spa package.

6.3 Tents and Treats cannot be held responsible for any allergic reactions to either food (eaten during the party), spa products or bedding.

6.4 We use quality products and follow strict hygiene routines.