EASTERN EVENT HIRE

TERMS & CONDITIONS OF HIRE

Effective date: 2026

These Terms & Conditions apply to equipment and event accessories supplied by Eastern Event Hire ("we", "us", "our") to the person or organisation making the booking ("Hirer", "you"). They apply subject to applicable statutory rights.

1. General Conditions

1.1. All equipment supplied by Eastern Event Hire remains our property at all times.

1.2. All orders are subject to stock availability and written confirmation.

1.3. Following a booking request, an Order Confirmation will be issued detailing the equipment, quantities, hire dates, delivery arrangements and applicable charges.

1.4. The Hirer must carefully check the Order Confirmation and notify us promptly in writing of any errors or discrepancies.

1.5. Equipment must only be used for its intended purpose and must not be sold, sub-hired, transferred or altered without our prior written consent.

1.6. These terms apply to private and commercial customers, subject to applicable law.

1.7. Minimum Order Value: Eastern Event Hire operates a minimum equipment hire order value of £250, excluding VAT, delivery, collection and wash-up charges. These additional charges are applied separately and itemised in the quotation and Order Confirmation. Orders below £250 will not be accepted unless agreed in writing.

2. Bookings & Deposits

2.1. A booking is confirmed once Eastern Event Hire has accepted the order in writing and received the required £100 booking deposit.

2.2. The £100 deposit is deducted from the total hire cost and is not an additional charge.

2.3. The deposit secures the booking and equipment and may contribute towards reasonable administration costs and cancellation losses.

2.4. The deposit is normally non-refundable on customer cancellation, but only to the extent fair and proportionate to actual losses and subject to applicable statutory cancellation rights.

2.5. We reserve the right to decline a booking before acceptance.

3. Payment Terms

3.1. The remaining balance must be paid in full no later than 14 calendar days before the agreed delivery date or, for customer collections, the agreed collection date.

3.2. Bookings made within 14 days of the handover date must be paid in full when confirmed.

3.3. Equipment will not be released until cleared payment is received unless approved account terms have been agreed in writing.

3.4. If payment is overdue, we may give reasonable notice and suspend or cancel the booking, subject to Section 5.

3.5. Breakages, missing items, damage, extended hire and additional services may be invoiced separately.

3.6. VAT will be charged at the applicable rate and clearly shown in quotations and invoices.

4. Hire Period

4.1. Hire periods are flexible and agreed individually for each event.

4.2. The agreed hire period and delivery/collection or customer pickup/return dates will be stated on the Order Confirmation.

4.3. Extensions require prior written approval and depend on availability.

4.4. Equipment retained beyond the agreed return or collection date without approval may incur reasonable additional hire charges.

4.5. Unused items do not attract a refund unless required by law or agreed in writing.

5. Cancellations

5.1. Cancellation requests must be submitted in writing by email.

5.2. Maximum cancellation charges, based on the equipment hire value and excluding delivery, collection and unprovided services: more than 28 days before handover: up to the £100 deposit; 15–28 days: up to 25%; 7–14 days: up to 50%; fewer than 7 days: up to 75%.

5.3. These are ceilings, not automatic penalties. Charges will reflect reasonable net losses, including costs saved and opportunities to re-hire. The deposit counts towards, and is not added to, any cancellation charge.

5.4. Applicable statutory cancellation rights take precedence over this policy.

5.5. If we cannot fulfil a confirmed booking, we will refund payments for goods or services not supplied, without limiting statutory remedies.

6. Amendments & Postponements

6.1. Amendments should be requested as early as possible.

6.2. Additional items are subject to availability and any additional charges.

6.3. Reductions may be subject to reasonable cancellation charges where reserved stock and actual losses justify them.

6.4. Postponements are considered individually and depend on availability.

6.5. We will endeavour to transfer payments to a new date where reasonably possible.

6.6. Changes to venue, dates, quantities or services may affect the quotation.

7. Delivery, Collection & Customer Pickup

7.1. Customers may choose our delivery and collection service or collect and return equipment themselves from our premises by prior arrangement. Customer pickup and return must occur on agreed dates and times during designated opening hours.

7.2. Delivery and collection charges apply only where our transport service is booked and will be quoted in advance.

7.3. We will make reasonable efforts to meet agreed delivery and collection windows, subject to traffic, weather and other circumstances beyond our reasonable control.

7.4. Standard transport charges assume safe vehicle access and a suitable unobstructed ground-floor unloading point.

7.5. The Hirer must disclose stairs, lifts, long carrying distances, restricted parking, narrow entrances, uneven ground and other access issues before booking.

7.6. Previously undisclosed access difficulties requiring additional labour, time or journeys may incur reasonable additional charges.

7.7. The Hirer must ensure that equipment fits through all relevant entrances and access routes.

7.8. A responsible person must be available to receive deliveries unless agreed otherwise.

7.9. Equipment must be stored safely, securely and protected from adverse weather.

7.10. Delivery does not include table setting, laying linen, positioning furniture or assembly unless specifically included.

7.11. All items must be correctly repacked in original containers and placed together at the agreed collection point or returned to our premises as arranged.

7.12. Failed collections, unavailable access or equipment not ready may result in reasonable additional charges.

7.13. Equipment must not be left unattended for collection without our agreement.

7.14. Where the Hirer collects and returns equipment, they must provide suitable transport and safely load, secure, handle and protect all items. Loss or damage attributable to the Hirer during transport may incur reasonable repair or replacement charges.

8. Checking Equipment on Handover

8.1. The Hirer should inspect equipment as soon as reasonably practicable after delivery or customer collection.

8.2. Missing, incorrect, damaged or unsuitable items should be reported promptly, ideally within 24 hours and before use.

8.3. We may request photographs to investigate discrepancies.

8.4. We will take reasonable steps to resolve verified issues, including replacements where available.

8.5. The suggested 24-hour reporting period does not remove statutory rights or prevent claims for defects not reasonably discoverable earlier.

9. Compulsory Wash-Up Service & Cleaning

9.1. Eastern Event Hire operates a compulsory wash-up service for all hired crockery, cutlery and glassware. This service is mandatory and cannot be removed from a booking.

9.2. Wash-up is charged separately from equipment hire and itemised in the quotation and Order Confirmation.

9.3. All applicable items are returned for professional cleaning by Eastern Event Hire. Customers cannot opt out by cleaning the items themselves.

9.4. Plates, bowls and serving dishes must be scraped free of food debris before repacking.

9.5. Glassware must be emptied of liquids, fruit, garnishes and other contents and returned upright in designated crates.

9.6. Cutlery must be cleared of food residue and returned in the containers provided; specialist care instructions must be followed.

9.7. Do not use abrasive scourers, bleach, harsh chemicals or unsuitable cleaning products.

9.8. Standard wash-up covers normal use. Excessive soiling, dried-on food, wax, adhesives or similar contamination may incur reasonable additional cleaning charges.

9.9. Specialist cleaning or restoration beyond the standard service may be charged reasonably, with details provided to the Hirer.

10. Glassware & Crockery

10.1. All glassware and crockery must be handled carefully and used as intended.

10.2. Glassware must be returned upright in designated crates, with each glass in its correct compartment.

10.3. Crockery must be securely stacked in the supplied containers without overloading.

10.4. Avoid excessive heat, thermal shock and unsuitable cleaning methods.

10.5. Chipped, cracked, broken or missing items may be charged at reasonable replacement cost.

10.6. Decorative charger plates must not be used for direct food service unless stated to be food-safe.

10.7. Damage attributable to incorrect packing may be charged to the Hirer.

11. Cutlery & Specialist Finishes

11.1. All cutlery must be handled carefully to preserve its finish.

11.2. Gold, decorative, polished and specialist ranges require particular care to avoid scratching, tarnishing and discolouration.

11.3. Do not use abrasive pads, bleach, harsh chemicals or unsuitable cleaning agents.

11.4. Do not put gold or decorative cutlery in dishwashers unless specifically authorised by the supplied care instructions.

11.5. Remove food residue promptly in accordance with the collection-specific instructions.

11.6. Return cutlery in designated containers with protective packaging reused as instructed.

11.7. Loss, bending, permanent scratches or damage beyond fair wear and tear may incur reasonable replacement charges.

12. Table Linen & Napkins

12.1. Standard professional laundering of hired tablecloths, runners and napkins is included within their hire price.

12.2. Normal food and drink staining from reasonable use is covered by standard laundering.

12.3. Protect linen from candle wax, burns, tears, ink, paint, adhesives, excessive grease and permanent staining.

12.4. Candles must be used with suitable holders and protective measures.

12.5. Linen must not be used as floor coverings, cleaning cloths or protective sheets.

12.6. Remove food debris and loose objects before returning linen.

12.7. Do not seal wet or damp linen in bags where mildew may develop; allow it to air-dry safely where practicable.

12.8. Report contamination by bodily fluids or other potentially hazardous materials before collection so safe handling can be arranged.

12.9. Excessive staining requiring specialist treatment may incur reasonable cleaning charges.

12.10. Irreparably damaged, burnt, torn or permanently stained linen may incur reasonable replacement charges.

13. Furniture, Tables & Other Equipment

13.1. Furniture and equipment must be used only as intended.

13.2. Do not drag tables or furniture across floors.

13.3. Keep equipment indoors or suitably protected unless specifically designated for outdoor use.

13.4. Protect wooden furniture from rain, damp, excessive heat and prolonged sunlight.

13.5. No painting, drilling, stapling, fixing, adhesives or other alterations without written consent.

13.6. Follow any operating and safety instructions provided.

13.7. The Hirer is responsible for damage arising from misuse, negligence or failure to follow reasonable instructions.

14. Losses, Breakages & Damage

14.1. The Hirer must take reasonable care of equipment from handover until it is collected by us or returned and accepted at our premises.

14.2. The Hirer is responsible for loss, theft, breakages or damage legally attributable to them or persons using equipment under their control, excluding fair wear and tear.

14.3. Lost or irreparably damaged items may be charged at reasonable replacement cost.

14.4. Where repair or restoration is reasonably possible, we may charge its reasonable cost instead.

14.5. Substitute items supplied by the Hirer require prior written agreement.

14.6. Missing or damaged crates, boxes, protective packaging and linen bags may be charged.

14.7. Equipment is normally checked and counted after return to our premises.

14.8. We will provide details of any identified loss or damage and the charges.

14.9. Additional invoices for loss or damage are payable within 14 calendar days unless otherwise agreed.

14.10. If missing items are later found, contact us promptly to discuss recovery and reasonable adjustment of charges.

15. Hirer’s Responsibilities

15.1. Use equipment safely and in accordance with supplied instructions.

15.2. Ensure specialist equipment is used only by competent persons.

15.3. Take reasonable precautions against theft, damage, misuse and unauthorised access.

15.4. Do not attempt repairs or modifications without written consent.

15.5. Report accidents, equipment failures and significant damage promptly.

15.6. Commercial Hirers must arrange any insurance, licences, permissions and risk assessments required for their activities.

15.7. We recommend suitable insurance against accidental damage, theft and loss of hired equipment.

16. Liability

16.1. We will take reasonable care to supply equipment that is clean, safe, suitable for its described purpose and in appropriate condition.

16.2. Eastern Event Hire does not exclude or limit its liability for death or personal injury resulting from our negligence, fraud, fraudulent misrepresentation, or any other liability that cannot legally be excluded or restricted.

16.3. We remain responsible for recoverable losses caused by breach of contract or failure to exercise reasonable care and skill.

16.4. We are not responsible for damage or loss arising solely from the Hirer's misuse, failure to follow reasonable instructions or unauthorised alterations.

16.5. For commercial Hirers only, to the extent permitted by law, we exclude indirect or consequential business losses, including lost profit and business opportunities, except where exclusion is prohibited.

16.6. Nothing in these terms affects consumers' statutory rights.

17. Circumstances Beyond Our Control

17.1. We will make reasonable efforts to fulfil confirmed bookings.

17.2. Events beyond our reasonable control may include severe weather, flooding, fire, major transport disruption, government restrictions and unexpected infrastructure failure.

17.3. We will notify the Hirer as soon as reasonably practicable and discuss alternatives.

17.4. If we cannot provide contracted goods or services, an appropriate refund will be provided without prejudice to other legal rights.

18. Availability & Substitutions

18.1. Equipment is subject to availability.

18.2. If an item becomes unavailable for reasons beyond our reasonable control, we will contact the Hirer and may offer a suitable alternative.

18.3. Material substitutions require the Hirer's agreement.

18.4. If no acceptable alternative is agreed, we will refund affected items and respect other applicable legal remedies.

19. Complaints & Disputes

19.1. We aim to supply high-quality equipment and professional service.

19.2. Raise concerns promptly so we can investigate and seek resolution.

19.3. Complaints should be submitted in writing with booking details and supporting photographs where appropriate.

19.4. We will review complaints fairly and seek a reasonable outcome.

19.5. These terms are governed by the laws of England and Wales, subject to mandatory consumer protections and applicable jurisdiction rules.

20. Acceptance of Terms

20.1. The Hirer will receive these terms or access to them before confirming a booking.

20.2. By accepting a quotation, confirming an order and paying the deposit, the Hirer agrees to these terms where properly incorporated into the contract.

20.3. Any variation must be agreed in writing by Eastern Event Hire.

BUSINESS DETAILS

Eastern Event Hire

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Before publication: Confirm the cancellation percentages in Section 5, the legal registered company name (if different from the trading name), and whether linen laundering is included as stated. Obtain UK legal review of cancellation, consumer rights and liability provisions.