



## Terms and conditions - Indoor Teepee Hire

### CHARGES, POLICIES AND PROCEDURES

The hirer agrees by booking with Hurrah Parties and by paying the deposit/hire charge, that they have read, understood and agreed these terms and conditions.

#### 1. Hiring

- 1.1 When we say 'you' or 'your' we mean the person named on the booking form
- 1.2 When we say 'we', 'us' or 'our' we mean Hurrah Parties (Hurrah Parties is a trading name of What About the Kids Ltd)
- 1.3 Provisional bookings will be held for 48 hours. If we do not receive a deposit within this time, your chosen date will be made available again. Bookings are confirmed once we have received a 50% deposit or full hire charge.
- 1.4 Your booking is secured on receipt of payment of a 50% deposit (not including the damage deposit) as specified on your order confirmation. Full payment, including the damage deposit, is required six weeks prior to booking.
- 1.5 The hire fee is for approximately 24 hours. Additional nights hire can be arranged with prior arrangement with us. Delivery and collection times will vary depending on other events booked and an approximate time will be discussed before booking.
- 1.6 If the final balance is not paid 6 weeks before the booking we reserve the right to cancel your booking.
- 1.7 For any cancellations, please see 2. Cancellations
- 1.8 We must receive final numbers of your event 14 days before your booking. If you downgrade your event booking within 14 days of your event we will still charge you the original booking price, with no refund. We cannot guarantee availability of extra teepees if you want to increase the size of your booking once the it has been booked.
- 1.9 All prices are subject to change, except where bookings have already been confirmed.
- 1.10 We require a security/damage deposit of £50 for up to 3 teepees, and £75 for 4+ teepees. This must be paid at least 6 weeks before the event.
- 1.11 The security/damage deposit will be refunded once we have inspected our equipment and are satisfied that there is no damage, usually within 3-5 working days after the event. In the event that there are damages to our equipment we will deduct the costs from the security deposit. If the damages total more than £50-£75 we will invoice you for the difference which must be paid immediately.
- 1.12 Delivery, set up and collection is free for locations of up to a 10 mile radius of TN11 0PN. Additional charges for deliveries outside this radius will be included on your quote.



## Terms and conditions - Indoor Teepee Hire

continued

### 2. **Cancellation policy**

1.1 For any cancellations, we request six weeks notice to be able to offer you a full refund.

1.2 For any cancellations after the six week point, if there is an alternative date available we will endeavour to offer a change of event date. Please note, additional charges may apply when moving dates if items have already been loaded or balloons and additional items have been prepped/ordered/made. If an alternative date cannot be found, if we have at least 14 days notice we will refund the 50% deposit/50% booking value, and the full damage deposit, minus the cost of any additional items or balloons that have been ordered/prepped/made. If the cancellation is less than 14 days from the date of hire and no alternative date can be found/agreed on, no refund will be given other than the damage deposit.

1.3 We cannot give refunds for any 'extras' at any stage that are either personalised or sourced from an external company once the order has been made.

1.4 If you need to change the date of your event before 14 days of your booking we will discuss alternative dates and once chosen your deposit will be used for the new date. Alternative dates will be subject to availability.

1.5 We reserve the right to cancel your booking at any time for any reason (we will endeavour to give you as much notice as possible.) In the unfortunate event that we need to cancel your booking, we will refund your booking in full within 14 days including any 'extras' ordered from ourselves or via us from a third party.

1.7 We reserve the right to cancel your booking without notice if there is a breach of these conditions. A breach of conditions forfeits the right to a refund of any monies paid.



## Terms and conditions - Indoor Teepee Hire

continued

### 3. **Liability and Safety**

1.1 We cannot be held responsible or liable for any damage or injury caused by inappropriate use, misuse or reckless use of any of our equipment.

1.2 It is your responsibility to ensure that children are supervised at all times.

1.3 It is your responsibility to ensure the welfare and safety of all guests at your event at all times.

1.4 It is your responsibility to inform guests or guests parents/guardians accordingly of these terms and conditions.

1.5 We carry out risk assessments for all our equipment and ensure that everything used is in accordance with relevant UK Health and Safety Laws.

1.6 Smoking and pets are strictly prohibited within the vicinity of our equipment.

1.7 Only dry, non sticky food and only water or clear liquid drinks are allowed to be consumed inside the teepees.

1.8 No chewing gum, glitter, silly string, wet nail polish or makeup are to be used/worn/consumed in the teepees to prevent damage or staining to our equipment.

1.9 No electronic equipment including mobile phones, iPad's etc. are to be left in the teepees overnight as it poses a fire risk.

1.10 Our equipment must be kept away from open fires and naked flames at all times.

1.11 We always use non biological washing powder and do not use fabric softener to reduce the risk of allergies. You must inform us of any allergies to washing powders before 7 days of your party. We cannot be liable for any allergic reactions resulting in us not being informed of allergies before your party.

1.12 We hold in date and suitable Public Liability Insurance. Please inform us if you would like to see a copy of the certificate.

1.13 We never pass on any of your information to a third party except where you have asked/agreed to relating to collaborating with external companies for your party.

1.14 All data is processed in accordance with the Data Protection Act 2018 which include GDPR rules.



## Terms and conditions - Indoor Teepee Hire

continued

### 4. **Setting Up**

1.1 You or another responsible adult must be present at the agreed time for us to set up and style your party.

1.2 You must ensure that adequate space has been made before we arrive ready for set-up of your party prior to our arrival. We cannot move or help you move furniture due to insurance purposes.

1.3 The minimum space required for each teepee including mattress is 90cm width and 180cm length. Breakfast trays are an additional 56cm X 36cm but can be folded down and rested on the mattress if required.

1.4 Emergency escape exits must not be blocked with our equipment. We will ensure emergency escape routes are free from any of our equipment when we set up. If we cannot set up all the equipment due to blocking any escape routes we will have to reduce the amount of teepees or equipment hired. If this is the case no refunds will be given

1.5 Under no circumstances should any of our equipment be moved or tampered with once it has been set up.

1.6 You must advise us of any parking restrictions, difficult access roads or narrow roads at least 14 days before your booking. We reserve the right to cancel your booking due to the above and no refunds will be given.

1.7 If your road requires a parking permit or charge you must provide us with such permit or pay the charge. You must inform us of the above at least 14 days before the party.

1.8 We will endeavour to arrive at your location at the agreed time, however on occasions there may be circumstances beyond our control that may mean we will arrive later than the agreed time. These may include reasons such as (but not limited to) unpredicted road traffic, road closures etc. We will contact you to let you know we are running late if it is possible and safe to do so.



## Terms and conditions - Outdoor Bell Tent Hire

### CHARGES, POLICIES AND PROCEDURES

The hirer agrees by booking with Hurrah Parties and by paying the deposit/hire charge, that they have read, understood and agreed these terms and conditions.

#### 1. **Hiring**

- 1.1 When we say 'you' or 'your' we mean the person named on the booking form
- 1.2 When we say 'we', 'us' or 'our' we mean Hurrah Parties (Hurrah Parties is a trading name of What About the Kids Ltd)
- 1.3 Provisional bookings will be held for 48 hours. If we do not receive a deposit within this time, your chosen date will be made available again. Bookings are confirmed once we have received a 50% deposit or full hire charge.
- 1.4 Your booking is secured on receipt of payment of a 50% deposit (not including the damage deposit) as specified on your order confirmation. Full payment, including the damage deposit, is required six weeks prior to booking.
- 1.5 The hire fee is for approximately 24 hours. Additional nights hire can be arranged with prior arrangement with us. Delivery and collection times will vary depending on other events booked and an approximate time will be discussed before booking.
- 1.6 If the final balance is not paid 6 weeks before the booking we reserve the right to cancel your booking.
- 1.7 For any cancellations, please see 2. Cancellations
- 1.8 We must receive final numbers of your event 14 days before your booking. If you downgrade your event booking within 14 days of your event we will still charge you the original booking price, with no refund. We cannot guarantee availability of extra bed bundles if you want to increase the size of your booking once the it has been booked.
- 1.9 All prices are subject to change, except where bookings have already been confirmed.
- 1.10 We require a security deposit of £100. This must be paid at least 6 weeks before the event.
- 1.11 The security deposit will be refunded once we have inspected our equipment and are satisfied that there is no damage, usually within 3-5 working days after the event. In the event that there are damages to our equipment we will deduct the costs from the security deposit. If the damages total more than £100 we will invoice you for the difference which must be paid immediately.
- 1.12 Delivery, set up and collection is free for locations of up to a 10 mile radius of TN11 0PN. Additional charges for deliveries outside this radius will be included on your quote.



## Terms and conditions - Outdoor Bell Tent Hire

continued

### 2. **Cancellation policy**

1.1 For any cancellations, we request six weeks notice to be able to offer you a full refund.

1.2 For any cancellations after the six week point, if there is an alternative date available we will endeavour to offer a change of event date. Please note, additional charges may apply when moving dates if items have already been loaded or balloons and additional items have been prepped/ordered/made. If an alternative date cannot be found, if we have at least 14 days notice we will refund the 50% deposit/50% booking value, and the full damage deposit, minus the cost of any additional items or balloons that have been ordered/prepped/made. If the cancellation is less than 14 days from the date of hire and no alternative date can be found/agreed on, no refund will be given other than the damage deposit.

1.3 We cannot give refunds for any 'extras' at any stage that are either personalised or sourced from an external company once the order has been made.

1.4 If you need to change the date of your event before 14 days of your booking we will discuss alternative dates and once chosen your deposit will be used for the new date. Alternative dates will be subject to availability.

1.5 We reserve the right to cancel your booking at any time for any reason (we will endeavour to give you as much notice as possible.) In the unfortunate event that we need to cancel your booking, we will refund your booking in full within 14 days including any 'extras' ordered from ourselves or via us from a third party.

1.7 We reserve the right to cancel your booking without notice if there is a breach of these conditions. A breach of conditions forfeits the right to a refund of any monies paid.



## Terms and conditions - Outdoor Bell Tent Hire

continued

### 3. **Liability and Safety**

1.1 We cannot be held responsible or liable for any damage or injury caused by inappropriate use, misuse or reckless use of any of our equipment.

1.2 It is your responsibility to ensure that children are supervised at all times.

1.3 It is your responsibility to ensure the welfare and safety of all guests at your event at all times.

1.4 It is your responsibility to inform guests or guests parents/guardians accordingly of these terms and conditions.

1.5 We carry out risk assessments for all our equipment and ensure that everything used is in accordance with relevant UK Health and Safety Laws.

1.6 Smoking and pets are strictly prohibited within the vicinity of our equipment.

1.7 Only dry, non sticky food and only water or clear liquid drinks are allowed to be consumed inside the tents.

1.8 No chewing gum, glitter, silly string, wet nail polish are to be used/worn/consumed in the tents to prevent damage or staining to our equipment.

1.9 No electronic equipment including mobile phones, iPad's etc. are to be left under pillows, duvets, blankets etc. as it poses a fire risk.

1.10 Our equipment must be kept away from fire and naked flames, bonfires and lit BBQ's at all times.

1.11 We always use non biological washing powder and do not use fabric softener to reduce the risk of allergies. You must inform us of any allergies to washing powders before 7 days of your party. We cannot be liable for any allergic reactions resulting in us not being informed of allergies before your event.

1.12 We hold in date and suitable Public Liability Insurance. Please inform us if you would like to see a copy of the certificate.

1.13 We never pass on any of your information to a third party except where you have asked/agreed to relating to collaborating with external companies for your event.

1.14 All data is processed in accordance with the Data Protection Act 2018 which include GDPR rules.



## Terms and conditions - Outdoor Bell Tent Hire

continued

### 4. **Setting Up**

1.1 You or another responsible adult must be present at the agreed time for us to set up and style your event.

1.2 You must ensure that adequate space has been made, including removing any furniture, toys etc ready for the set-up of your event prior to our arrival. We cannot move or help you move furniture due to insurance purposes.

1.3 We cannot set up in public spaces, fields with animals, overgrown grass or if your garden is waterlogged. If we arrive to find your garden unsuitable for any of the above reasons we will not be able to set up we will not provide a refund (except the security deposit).

1.4 The space required is 7 metres diameter for the 5 metre bell tent. This is to allow for the guy ropes to be pegged in. We cannot peg the guy ropes in astro turf or hard surfaces.

1.5 It is your responsibility to check you have adequate space for the tents to be set up. If we cannot set up on the day due to inadequate space or unsuitable ground we will cancel your event and no refund will be given.

1.6 No running around the bell tent, hanging off /leaning on the centre pole, leaning on the tent, jumping on the beds etc is allowed as this may cause injury or damage to the equipment. We are not liable for any injuries caused due to carelessness, recklessness or not following these terms and conditions of hire.

1.7 Under no circumstances should any of our equipment be moved or tampered with once it has been set up.

1.8 You must advise us of any parking restrictions, difficult access roads or narrow roads at least 14 days before your booking. We reserve the right to cancel your booking due to the above and no refunds will be given.

1.9 If your road requires a parking permit or charge you must provide us with such permit or pay the charge. You must inform us of the above at least 14 days before the party.

1.10 We will endeavour to arrive at your location at the agreed time, however on occasions there may be circumstances beyond our control that may mean we will arrive later than the agreed time. These may include reasons such as (but not limited to) unpredicted road traffic, road closures etc. We will contact you to let you know we are running late if it is possible and safe to do so.





## Terms and conditions - Luxe Picnic Hire

### CHARGES, POLICIES AND PROCEDURES

The hirer agrees by booking with Hurrah Parties and by paying the deposit/hire charge, that they have read, understood and agreed these terms and conditions.

#### 1. **Hiring**

1.1 When we say 'you' or 'your' we mean the person named on the booking form

1.2 When we say 'we', 'us' or 'our' we mean Hurrah Parties (Hurrah Parties is a trading name of What About the Kids Ltd)

1.3 Provisional bookings will be held for 48 hours. If we do not receive a deposit within this time, your chosen date will be made available again. Bookings are confirmed once we have received a 50% deposit or full hire charge.

1.4 Your booking is secured on receipt of payment of a 50% deposit (not including the damage deposit) as specified on your order confirmation. Full payment, including the damage deposit, is required six weeks prior to booking.

1.5 The hire fee is for approximately 12 hours. Longer hire can be arranged with prior arrangement with us. Delivery and collection times will vary depending on other events booked and an approximate time will be discussed before booking.

1.6 If the final balance is not paid 6 weeks before the booking we reserve the right to cancel your booking.

1.7 For any cancellations, please see 2. Cancellations

1.8 We must receive final numbers of your event 14 days before your booking. If you downgrade your event booking within 14 days of your event we will still charge you the original booking price, with no refund. We cannot guarantee availability items if you want to increase the size of your booking once the it has been booked.

1.9 All prices are subject to change, except where bookings have already been confirmed.

1.10 We require a security deposit of £100. This must be paid at least 6 weeks before the event.

1.11 The security deposit will be refunded once we have inspected our equipment and are satisfied that there is no damage, usually within 3-5 working days after the event. In the event that there are damages to our equipment we will deduct the costs from the security deposit. If the damages total more than £100 we will invoice you for the difference which must be paid immediately.

1.12 Delivery, set up and collection is free for locations of up to a 10 mile radius of TN11 0PN. Additional charges for deliveries outside this radius will be included on your quote.



## Terms and conditions - Luxe Picnic Hire

continued

### 2. **Cancellation policy**

1.1 For any cancellations, we request six weeks notice to be able to offer you a full refund.

1.2 For any cancellations after the six week point, if there is an alternative date available we will endeavour to offer a change of event date. Please note, additional charges may apply when moving dates if items have already been loaded or balloons and additional items have been prepped/ordered/made. If an alternative date cannot be found, if we have at least 14 days notice we will refund the 50% deposit/50% booking value, and the full damage deposit, minus the cost of any additional items or balloons that have been ordered/prepped/made. If the cancellation is less than 14 days from the date of hire and no alternative date can be found/agreed on, no refund will be given other than the damage deposit.

1.3 We cannot give refunds for any 'extras' at any stage that are either personalised or sourced from an external company once the order has been made.

1.4 If you need to change the date of your event before 14 days of your booking we will discuss alternative dates and once chosen your deposit will be used for the new date. Alternative dates will be subject to availability.

1.5 We reserve the right to cancel your booking at any time for any reason (we will endeavour to give you as much notice as possible.) In the unfortunate event that we need to cancel your booking, we will refund your booking in full within 14 days including any 'extras' ordered from ourselves or via us from a third party.

1.7 We reserve the right to cancel your booking without notice if there is a breach of these conditions. A breach of conditions forfeits the right to a refund of any monies paid.



## Terms and conditions - Luxe Picnic Hire

continued

### 3. **Liability and Safety**

1.1 We cannot be held responsible or liable for any damage or injury caused by inappropriate use, misuse or reckless use of any of our equipment.

1.2 It is your responsibility to ensure that children are supervised at all times.

1.3 It is your responsibility to ensure the welfare and safety of all guests at your event at all times.

1.4 It is your responsibility to inform guests or guests parents/guardians accordingly of these terms and conditions.

1.5 We carry out risk assessments for all our equipment and ensure that everything used is in accordance with relevant UK Health and Safety Laws.

1.6 Smoking and pets are strictly prohibited within the vicinity of our equipment.

1.7 Please wipe/clean up any food and drink spillages immediately as this can cause staining on the tables and cushions/rugs and could affect your damage deposit.

1.8 If the tables are to be used for crafts at any point, please ensure they are covered with a suitable cloth.

1.9 No items to be left out in the rain at any point, as this could cause severe damage. Please always have a back-up option of cover in case of bad weather.

1.10 Our equipment must be kept away from fire and naked flames, bonfires and lit BBQ's at all times.

1.11 If the equipment is being kept by you (the client) overnight, it must not be left outside and must be stored inside.

1.12 We hold in date and suitable Public Liability Insurance. Please inform us if you would like to see a copy of the certificate.

1.13 We never pass on any of your information to a third party except where you have asked/agreed to relating to collaborating with external companies for your event.

1.14 All data is processed in accordance with the Data Protection Act 2018 which include GDPR rules.



## Terms and conditions - Luxe Picnic Hire

continued

### 4. **Setting Up**

1.1 You or another responsible adult must be present at the agreed time for us to set up and style your event.

1.2 You must ensure that adequate space has been made, including removing any furniture, toys etc ready for the set-up of your event prior to our arrival. We cannot move or help you move furniture due to insurance purposes.

1.3 We cannot set up in public spaces, fields with animals, overgrown grass or if your garden is waterlogged. If we arrive to find your garden unsuitable for any of the above reasons we will not be able to set up we will not provide a refund (except the security deposit).

1.4 Under no circumstances should any of our equipment be moved or tampered with once it has been set up.

1.5 You must advise us of any parking restrictions, difficult access roads or narrow roads at least 14 days before your booking. We reserve the right to cancel your booking due to the above and no refunds will be given.

1.6 If your road requires a parking permit or charge you must provide us with such permit or pay the charge. You must inform us of the above at least 14 days before the party.

1.7 We will endeavour to arrive at your location at the agreed time, however on occasions there may be circumstances beyond our control that may mean we will arrive later than the agreed time. These may include reasons such as (but not limited to) unpredicted road traffic, road closures etc. We will contact you to let you know we are running late if it is possible and safe to do so.