

Terms & Conditions for Alternative Occasions Ltd.

Payment Terms

1. All orders must be confirmed in writing.
2. Our standard payment terms are:
 - 30% Deposit on signature of contract
 - Balance plus Damage & Loss Deposit due 1 month prior to the event
3. VAT at the current rate applies to all charges shown unless otherwise specified.
4. Delivery will not be made unless payment in full, plus a refundable Damage & Loss Deposit (where applicable), both of which must be in cleared funds, has been received. This figure is calculated once all hire items are known.
5. Cheques should be made payable to "Alternative Occasions Ltd". Payment made via telephone or Internet banking should use the following details:

A/C Name: Alternative Occasions Ltd,

Bank: HSBC, Church Street, Weybridge, Surrey, KT13 8DF

Sort: 40-46-22, A/C No: 51366971, SWIFT CODE: MIDL GB 22

IBAN No. GB10MIDL40462251366971

6. All payments and correspondence must be sent to "Alternative Occasions Ltd. 172 Brox Road, Ottershaw, Surrey, KT16 0LQ" (Tel: 01932 872115 Fax. 01932 872742)
7. The Hirer is responsible for any loss or damage to hire items and as such these would be invoiced for at their replacement value and/or deducted from the refundable deposit. This deposit is returned once hire items have been returned and checked for any damage/losses after the event. As our hire equipment is not insured whilst it is in your care, we therefore recommend insurance is taken out for the required period.
8. Charges are based on fuel prices as at the date of this proposal; therefore we reserve the right to revise our charges if fuel prices increase by more than 20% between the proposal date and 2 weeks prior to the event. (Fuel prices are based on the national average fuel price as set out on the AA's website http://www.theaa.com/motoring_advice/fuel/index.html)

Order Confirmation

To place an order with us please indicate which of the services shown are required, or delete any items not required, then sign, date and return to us by post (or fax) together with any payment and Damage & Loss deposit due at the time. If faxed, please arrange payment separately by cheque, Bill Payment, BACS or CHAPS.

Date of Event.....

Company Name/Organisation (if applicable)

Name Signed Date

Address

.....

General Terms & Conditions

Acceptance, Charging and Change Control

1. To book our service you must return our contract/proposal and a purchase order (where applicable) by fax, post or email together with the required payment due (see Payment Terms). All services are offered subject to availability and this cannot be guaranteed until written confirmation and the appropriate payment have been received.
2. Once your order has been confirmed, we will send you a delivery schedule reconfirming the details nearer the time of the event.
3. The charge for our services is shown in our contract/proposal. Any additional charges arising from additional services requested will be based on our current price list, where and if applicable, or as agreed (and as adjusted to any changes in tax or duty).
4. Our proposal/contract will state the type of event, the proposed timing of the event and the expected location of the venue. If for any reason any of these parameters change you should notify us immediately providing details thereof. We reserve the right at all times and without liability to you to re-price the event or to cancel your booking if the parameters differ from those specified in the quotation, in the following ways:
 - The date or timing of the event changes
 - Location of the event changes
 - The purpose of the event changes
5. Any written correspondence taking place between the date of confirmation and the date of the event taking place forms part of this contract. Email correspondence is deemed to constitute written correspondence.

Hire Services

6. All equipment remains our property unless otherwise stated on the contract.
7. The hirer is responsible for insuring goods from the time of acceptance until returned to our premises.
8. Queries on goods received must be notified immediately.
9. Drivers collecting goods are not authorised to return deposits or check goods.
10. For any linen hired, please note that when linen is packed wet, mildew can occur. Linen returned in this condition will not respond to laundering and will be charged at full replacement cost.
11. All goods will be delivered clean and ready to use.
12. Damage / Loss deposits will be refunded after items have been returned and checked by our staff. Shortages or damaged goods will be charged at replacement cost. Customers own goods cannot be accepted as replacement.
13. The duration of the hire is as shown in the contract. Extended hire terms are available on request.
14. Deliveries are from door to main door (ground floor) unless pre-arranged or agreed.
15. Any boxes, cartons or packaging materials supplied should be returned dry and intact.
16. Unless agreed otherwise, for dry hire items, delivery will take place between 9am and 5.30pm on the day before hire begins and the collection will take place on the next working day after hire. All goods should be packaged as received for collection by our carriers.

Third Party Services

17. If, at your request, we acquire additional goods or services from a third party, this will generate an additional contract between us. The total cost and payment terms for the services will be notified to you in advance of the booking. Acceptance of any bookings of third party services made by us on your behalf must be confirmed in writing or by signing our purchase order/contract within the timescale specified. If your booking is cancelled by either party, for any reason, you must pay these costs and any cancellation fees.

Cancellation and Late Payment

18. If you wish to cancel your booking after it has been confirmed by us, you must give us a written cancellation notice. All monies due to the date of cancellation are non refundable. The date of cancellation will be deemed to be the date on which written notification of cancellation is received by us.
19. Our Cancellation Policy, unless otherwise specified in our proposal/contract, is as follows:
 - The initial deposit of 30% is non-refundable under any circumstances
 - Cancellation within 1 month of the event: 100% of all anticipated costs
20. We may cancel your booking with immediate effect and without any liability to you if circumstances or events outside our reasonable control prevent, delay or substantially affect performance of our responsibilities. Circumstances or events outside our reasonable control shall include (without limitation) acts of God, fire, refusals to grant licences, strikes, lock-out or industrial action, any act or omission of yours or your agents or contractors (or your or their employees). If we cancel your booking in these circumstances we will refund any deposit paid by you unless cancellation is related to acts or omissions of

yours, or your contractors. This does not apply to third party services which are covered in clause 17 above.

21. In the event of cancellation or late payment, in accordance with the payment terms stated in our contract / proposal, or upon it being cancelled, we will invoice you for the amount due to us. In the event that invoices are not paid when due, we reserve the right to charge interest at 3% above HSBC Bank plc's base rate in force at the time. Interest is calculated from the original due date until paid.
22. If you fail to pay the amount due by the date that payment is due we may (without prejudice to any other right or remedy we may have) cancel your booking. If we cancel your booking in these circumstances, the booking shall be treated as if it were cancelled by you and cancellation charges shall then become due.

Liability

23. We shall accept no responsibility or liability (whether in negligence or otherwise) for loss of or damage to your property or that of your contractors or your employees.
24. Unless specifically agreed, we will not provide any equipment, goods or services to you or your contractors or your employees.
25. In any event and notwithstanding anything in this contract, in no circumstances shall we be liable in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever and whatever the cause thereof for:
 - any increased costs or expenses exceeding the value of this contract
 - any loss of profit, business or contracts exceeding the value of this contract
 - any special, indirect or consequential damage of any nature whatsoever exceeding the value of this contract
 - any damage or loss exceeding the value of this contract, provided that this clause shall not limit our liability for death or personal injury resulting from our negligence.
 - any of the above which on its own or in aggregate exceed the value of this contract
26. If two or more persons are named on the quotation, the liability of each is joint and several. This means that each person can be held fully responsible for all the responsibilities under this contract.

Complaint

27. If you have a complaint prior to the event, notify us immediately and we will do what we can to help. If any complaint or claim arises out of the booking or our performance of the contract, you must notify us in writing within 14 days of the event. We will not accept liability for any complaint or claim unless notified in writing within 14 days of the event.

English Law

28. This agreement is subject to the English Law.

Alternative Occasions Ltd.

Professional Event Planning

www.stressfreeday.com

Lighting & Decoration Services

www.stressfreehire.com

T. 01932 872115 (Surrey) T. 020 7610 1060 (London)

F. 01932 872742

172 Brox Road, Ottershaw, Surrey, KT16 0LQ