

Terms and Conditions of Hire

By booking our services, you agree to comply with and be bound by the following terms and conditions:

1. General

- The 'Company' referred to in these terms is Events by Keisha Wedding and Events Services, trading as Events by Keisha.
- The 'Hirer' is any individual or company that hires or has agreed to hire goods from the Company.
- 'Goods or equipment' refers to the items provided by the Company according to its standard Terms and Conditions of hire.

2. Acceptance of Conditions

- Your acceptance of goods on hire implies agreeing to our Conditions of Hire by signing the agreement provided below.

3. Retention of Title

- All goods remain the absolute property of the company, and the customer agrees not to sell, offer to sell, assign, charge, pledge, underlet, lend, or otherwise deal with the products without prior agreement with the company.

4. Booking

We advise you to place your order early to prevent any inconvenience.

The availability will only be guaranteed upon the payment of a booking.

- A non-refundable booking fee of 30% deposit payment require of the total invoice must be paid to secure your booking, and will be deducted from the invoice.
- Deposits can be paid via bank transfer or card payment.
- Once the initial payment is made, work will commence immediately.

5. New Customer Verification

To maintain the safety of our customers and our business operations, we adhere to Know Your Customer (KYC) principles.

As a new customer utilizing our service for the first time, you are required to undergo an identity verification process.

We utilize a government-endorsed ID verification service offered by Yoti. Yoti provides a secure and hassle-free method to authenticate your identity online and in person.

Creating a verified digital ID involves taking a biometric selfie and adding a government-issued ID document, a process that typically takes only a few minutes.

6. Booking Confirmation

- Upon receipt of payment a booking confirmation email will be sent by our team within 24-72 business hours . Last minute request must be enquired by our prior to placing an order online to ensure items availability.

7. Day of Setup

- On the day of setup, if we are not providing the table linen, please ensure that all linen is ready on the tables for us to dress.

- We are unable to un-stack or arrange chairs at your venue, so it is your responsibility to make those arrangements before our arrival.

8. Hire Period

- All hired items are quoted on a three-day self-hire basis. You can collect the items the day before the event and return them the day after the event (excluding Sundays and Bank Holidays, where return should be made on the following business day).

- If we are responsible for delivery and setup, the hire period begins when we dress the venue and lasts until the equipment is collected.

- Extended hire (Must be Pre-booked) additional charges apply to extended hire

9. Care of Hired Items

The Customer agrees to:

- Not remove labels from or interfere with the Hire Goods, their working mechanisms, or any other parts, and to take reasonable care of the Hire Goods, using them safely and correctly according to provided instructions.

- Immediately notify the Supplier of any breakdown, loss, or damage to the Hire Goods.

- Take adequate measures to protect the Hire Goods from theft, damage, or other risks.

- Inform the Supplier of any change in address and provide details of the Hire Goods' location upon request.

- Allow the Supplier to inspect the Hire Goods upon reasonable notice.

- Keep the Hire Goods in their possession and control, not removing them from the country without prior written consent.

- Be responsible for testing, examinations, and checks required by legislation, best practice, or operating instructions, unless otherwise agreed.

- Not invalidate any insurance policy related to the Hire Goods.

- Cease using damaged Hire Goods and report any accidents involving damage to the Supplier.

- Ensure proper fuel, oil, and electricity usage, installation by qualified personnel, and compliance with applicable legislation.
- Ensure that employees, agents, or contractors operating the Hire Goods are adequately qualified and trained.
- Return the Hire Goods in good working order and condition, clean, and with all relevant documents.

10. Cover Loss or Damage of Hired Equipment

- The Customer is fully responsible for any loss or damage to the hire products from delivery/collection until they are returned.
- The charge for loss or damage will be the cost of replacing the equipment with new stock.
- We recommend obtaining wedding insurance to cover such instances.

11. Damage Deposit

- Prior to hiring our goods, we require a loss/damage deposit, which will be returned upon the undamaged return of all hired items.

12. Payment for Damaged or Missing Items

- By accepting the booking form, you authorize us to deduct the replacement cost of any missing/damaged items from your security deposit.
- We will notify you of any missing/damaged items before deducting their replacement value from the security deposit.
- If missing items are found and returned in good condition, a refund will be issued. No substitute items will be accepted.
- In the event that there is an outstanding balance once the order has been off-hired, this must be paid within 7 days of the invoice date. If you pay your initial hire charge by debit or credit card, you accept that any outstanding balance will be taken if payment is not received within 7 days.

13. Payment

- Bookings can be done via two methods on our website or invoice.
- Website booking full payment is required at the time of booking. Please check item availability before making payment or reservation.
- Invoice booking a 40% deposit is required via bank transfer to reserve the item. An invoice will be provided for the deposit, and the outstanding balance must be settled at least 4 prior to your event date. Any amendment requests to the booking are subject to availability, and replacement items will be charged at the regular price without any discount.
- Once the invoice is paid, we cannot issue refunds for any items no longer required. However, exchanges can be made subject to stock availability.

-Booking made within 2 days prior to the event date are subject to late booking fees starting at £50.00.

14. Cancellation

- upon receipt of deposit payment items and date secure solely for your event, also work immediately carried out. Payments are none refundable. Cancellations must be made in writing through email to hello@eventsbykeisha.co.uk. We will send you a confirmation of cancellation, so please note that if you do not receive a reply from us, it means we have not received your cancellation request.

15. Changes to order

You have the option to make changes to your order up to 4 weeks before the event. However, significant changes may affect the original quote you received. Additional items can be added as long as they are in stock.

16. Discrepancies

- If there are any discrepancies with your order, you must notify us immediately (up to 1 hour of receipt of goods or service)

17. Delivery/Collection

- If you are not able to pick up the hired items from our shop, you may require a delivery service.

- We offer delivery to various areas across England. Please provide the full address, including the postcode and access time, to receive a quote for the delivery/collection service if you are hiring on a "Self-Hire/DIY" basis.

- We are happy to arrange delivery/collection for you. The charges cover off-loading and loading at one ground-level location, unless we have confirmed special arrangements with you.

- Deliveries and collections minimum value of £150.00 to qualify for delivery. The cost of delivery starts at £150.00 and may increase based on the distance from our warehouse or the difficulty of delivery.

- Upon delivery, please check and your order. If you believe there is an error, please notify immediately.

- It is your responsibility as the hirer to ensure that we have access to the venue for delivery and collection on the specified dates. We are not responsible for any failed deliveries or collections due to lack of access. Additional transport costs will be incurred for wasted journeys.

- Please repack all goods in the correct boxes and have table legs folded and chairs stacked or folded for collection.

- If you have any questions regarding our delivery or collection services, please do not hesitate to contact us.

- Collections after 11:30 p.m. will incur an additional charge from £88.00 upward depending in the size of to cover staff wages and incentives. Please check your venue's terms and conditions regarding setup and collection times before accepting our terms and conditions/booking.

18. Parking and Stairs:

- The client is responsible for ensuring ample parking for Events by Keisha vehicles.
- Any charges or fees for clamping or limited parking will be the responsibility of the client.
- Venues with flights of stairs and no provision for lifts require the customer to transport items to the event level before decoration can commence.
- Events by Keisha staff is not responsible for carrying goods up stairs.
- Any delays in the progress of decoration due to stairs will not be the liability of Events by Keisha.

19. Set up and Clearing

- Events by Keisha requires 3-4 hours for setting up a venue for up to 200 guests' events, and the chairs and tables must be set up by the venue or the client.
- For events with 300-400 guests, 5-6 hours are needed for set up.
- A minimum of 2-3 hours is required for clearing the venue.
- The client must arrange this time with the venue.
- Any charges incurred by the client from the venue due to a shortage of time will not be the responsibility of Events by Keisha.
- If the event goes on until the early hours of the morning, clearing and collection will be done the next day, arranged by the client with the venue.

20. Dry hire collection and return

- A minimum value of £100.00.
- Goods to be collected and returned by the Customer must be done at the agreed office on the agreed dates.
- Failure to do so will result in charges as stated above.
- Surcharge of £75.00 onwards will be applied for collections made on the same day after the agreed time, depending on the size of the job.

21. Adverse weather conditions

- We are not liable for any damage, soiling, or weather-related effects on our items used outside after we have left them. Examples include aisle runners getting wet and badly soiled, and outside gazebos being affected by wind or rain. Severe weather conditions may also impact the appearance of swaging and draping. In such cases, it is our sole discretion whether to provide the hired items due to potential damage and safety concerns. Therefore, no refunds are given for unused items or items affected by weather.

22. Cancellation due to adverse weather

- In adverse weather conditions such as snow and ice, we may decide not to deliver or set up hired goods at the venue if it jeopardizes the safety of our staff. We will exhaust all options before cancelling the booking. It is your responsibility to ensure that the hired goods are insured for such incidents.

23. Changes to Event Date:

- Changes to the event date due to unforeseeable circumstances must be mutually agreed upon by Events by Keisha and the client.
- Date changes are subject to availability Events by Keisha will work with the client to mutually agree on a new date.
- Any changes made less than 28 days before the initial proposed date will incur a 25% charge.

LAW

This contract is governed by English Law in the Courts of England.

39 Downham Way

Bromley

BR1 5NY

Tel: 07380528108 (8:30am to 8pm Mon to Sat)

Email: hello@eventsbykeisha.co.uk

By accepting the quotation, you agree to the above terms and conditions.