

**ABBOTTS**  
EVENT HIRE

**TERMS & CONDITIONS**  
**DOCUMENT 2025**



## GENERAL

- 1) The contract is for the hire and / or sale of equipment detailed in the contract.  
The parties to the contract are;
  - i. The hirer, as an individual or an organisation whose official representative will be the signatory and or acceptance of the contract.
  - ii. Abbott's Event Hire Ltd, registered office: Unit 17, Barncoose Industrial Estate, Redruth, Cornwall, TR15 3RQ.
- 2) All hired equipment always remains the property of the Company.
- 3) Purchased equipment remains the property of the Company until full payment is received.
- 4) Agreed hire rates will be maintained for the length of the contract unless agreed, in writing, by the company.
- 5) The hirer or hirer's agent is responsible for any loss or damage to goods including any packaging supplied until returned to or collected by the Company.
- 6) It is the hirer's responsibility to ensure that the equipment whilst on hire is fully covered by his / her own insurance, with regards to loss, theft, damage and public liability risks etc.
- 7) The hirer undertakes to ensure that no-one uses the equipment who is not instructed in its safe operation and to ensure that every user is in possession of instructional material (if any) supplied by The Company and will not allow equipment to be misused.
- 8) Deliveries to third parties or unoccupied premises are made entirely at hirer's risk.

## HIRE PERIODS

- 1) Hire charges will be for periods of;
  - i. 3 Day Rate (72 Hours)
  - ii. 7 Day Rate (7 Days) Additional Day Rates Available.
- 2) Long-term hire is available, please contact the Company for more information.
- 3) The hirer may not extend the hire period without prior written permission and acceptance from the company, this extended hire will incur extra charges.

## PAYMENT

- 1) All prices are exclusive of VAT.
- 2) The full hire amount is payable before delivery or collection.
- 3) Payment can be made by debit or credit card over the phone using the secure Lloyds Bank Cardnet Payment Portal.
- 4) Credit will only be given to established Account Holders and remains entirely at the discretion of the Company.
- 5) Card details may be held for the duration of the hire, in a secure and/or encrypted manner.
- 6) By making payment you are agreeing to our Terms & Conditions.
- 7) All outstanding payments, including VAT, will be payable on demand.

## DEPOSITS AND CANCELLATIONS

- 1) A refundable Damage Deposit will be taken by debit **or** credit card to confirm your order. This will be carried out over the phone using the secure Lloyds Bank Cardnet Payment Portal.
- 2) Damage Deposits are based on the value of the order and items.

- 3) Deposits will be security on equipment hired. This will be used against any outstanding payments and used to cover the cost of any missing / damaged items. If the deposit is insufficient to cover this cost a further invoice will be raised to meet the shortfall, this invoice will be payable upon receipt
- 4) This deposit will be refunded once the items are returned, less the replacement cost of missing / damaged items to your debit / credit card after the equipment has been checked by authorised staff at the Company Premises. Substituted items will not be accepted.
- 5) Linen will be checked upon return by an authorised staff member at the Company Premises. Replacement cost of the linen or extra laundry charges due to stains and candle wax will be deducted from the damage deposit before being refunded on to your debit / credit card. If the deposit is insufficient to cover this cost a further invoice will be raised to meet the shortfall, this invoice will be payable upon receipt.
- 6) The full balance of the hire will be required at least 4 weeks prior to delivery if not paid on confirmation of the order.
- 7) Any cancellations must be made in writing.
- 8) Cancellations within 2-4 weeks prior to delivery will be eligible for a 50% refund.
- 9) Cancellations within 2 weeks prior to delivery will be charged in full and will not be eligible for any refund.
- 10) Cancellations within 4 weeks prior to delivery where full payment has not been received. The deposit will NOT be eligible for a refund.

## **DELIVERY AND COLLECTION**

- 1) Charges may be incurred for delivery and collection depending on location, distance and items ordered.
- 2) Extra charges may be incurred for out-of-hours, weekend and public holiday deliveries and collections, as well as extended unloading and loading times due to access.
- 3) Adequate delivery and collection access must be provided by the hirer.
- 4) Vehicular access to marquees / service tents, etc. Must be adequately provided for, particularly in wet weather.
- 5) Large items, in particular LPG 6 Burner Oven Ranges require level access and a width of at least 34" (87cm). Please check your site situation when ordering and advise us accordingly.
- 6) The Hirer is responsible for checking goods upon delivery and shall notify the Company immediately of any discrepancies or damage. Complaints made after the return of goods will not be considered.
- 7) Failed delivery or collection attempts may incur additional transport charges.
- 8) Orders or part orders not ready for collection at the agreed time may incur extra hire and collection charges.
- 9) We will endeavor to collect equipment at times requested by the hirer; however, we cannot guarantee collection at specified times during busy periods. It is the responsibility of the hirer to keep equipment dry and secure until collection is made.
- 10) Special requests such as setting up and installation may incur extra charges.
- 11) Adequate access must be provided for trailers. If a concern, it's the hirers responsibility to contact the company to confirm delivery and collection can be safely made.



## **BREAKAGES, DAMAGE, AND LOSS OF HIRE EQUIPMENT**

- 1) Any hired items that are damaged, broken or lost will be charged at the current replacement value. This includes transportation crates, trays and laundry bags.
- 2) Lost items subsequently found and returned to the Company will be credited accordingly, however a further hire, and collection charge may apply.
- 3) Cleaning charges may apply to items returned / collected in a poor condition. I.e., Mud on tables. Toilets left in a poor condition, which requires extra time spent cleaning to return it to a re-hire condition. This decision will be made by a senior member of the team.
- 4) Where the deposit is not sufficient to cover replacement / cleaning costs, the hirer is liable for the balance.
- 5) Replacement costs and charges of missing / damaged items will be deducted from the relevant Deposits.

## **LINEN**

- 1) Linen is delivered clean and ironed in the laundry bags (sometimes it may be necessary to further iron tablecloths on the tables to obtain the look you require).
- 2) When the hirer has finished with the laundry, Do Not Pack Away Damp. Please leave all linen on the tables until the Company collects them. Packing away soiled damp laundry accelerates the growth of mold and mildew which is not guaranteed to be removed, which could result in damage charges.
- 3) If any laundry is returned with mold growth, burnt, or permanently stained (pen, strong curry, highlighter pen, candle wax for example) the Company will charge full replacement cost. This will be deducted from the Deposit, taken prior to the Hire. If the deposit is insufficient to cover this cost a further invoice will be raised to meet the shortfall. This invoice will be payable upon receipt.
- 4) If linen is damp or has spilt drinks on it, including red wine. Please leave the cloths on the tables and allow them to dry, these stains should come out when laundered. If linen is packed away wet or damp, this will accelerate the growth of mold and mildew which is not guaranteed to be removed. Which could result in damaged linen charges.
- 5) Candle Wax is irremovable. If linen is collected or returned containing wax or wax residue, the company will charge full replacement cost. This will be deducted from the Deposit, taken prior to the Hire. If the deposit is insufficient to cover this cost a further invoice will be raised to meet the shortfall. This invoice will be payable upon receipt.
- 6) All colours illustrated in our catalogue and on our website are representative of the actual colour as shades may vary from the actual item.



## **HIRERS RESPONSIBILITY**

- 1) The hirer will be responsible for the items belonging to the Company from the moment the items are delivered to site as arranged when the order is placed or collected from the warehouse, until the company collects the items, or they are returned.
- 2) All products will be delivered clean and securely packaged.
- 3) All items must be returned in the original boxes or transportation equipment they were supplied in. Any items missing, broken, or not available on collection will be charged at full replacement cost. A period of 7 days will be available for hirer to return missing items and receive full credit. It is the hirer's responsibility to return missing items.
- 4) The Company will only accept goods provided to the hirer and specified on the collection note. Any goods returned which do not belong to the Company will be notified to the hirer. It is the responsibility of the hirer to collect incorrect goods returned.
- 5) The hirer accepts full responsibility for the security and safe use of the equipment until collection by or return to the Company.
  
- 6) The hirer agrees to insure all equipment on a full replacement basis against loss, damage, and theft. All insurance claim proceeds are to be paid to the Company on demand in writing.

## **APPLIANCES AND FURNITURE**

- 1) It is the hirer's responsibility to ensure the safe use of gas appliances. The Company will set up gas appliances where safe to do so.
- 2) Gas appliances are NOT to be used inside any building or enclosed spaces.
- 3) All the gas appliances have a Gas Safety Certificate issued by a Gas Engineer which is available on written request and will be provided within 2 working days of receipt of such a request.
- 4) The Company will perform a visual and practical test to each piece of equipment prior to each hire.
- 5) All electrical appliances have a P.A.T test as well as being subject to a visual and practical test prior to each hire.
- 6) Whilst the Company will make every endeavor to supply equipment as described in the current catalogue and website, all items offered are subject to availability. Circumstances may lead to alternative products being supplied, but they will conform to the same standards.
- 7) If items cannot be supplied on the agreed date because of circumstances beyond reasonable control, the Company will advise the hirer and return all money paid at the earliest opportunity but will not be liable to pay further compensation to the hirer.

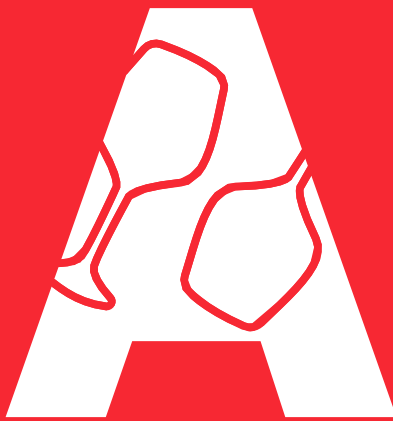


## **GAS**

- 1) It is the responsibility of the hirer to ensure there is enough gas for their requirements. The Company will advise the amount of gas required depending on appliance and hirer's chosen usage time.
- 2) If gas runs out it is the hirer's responsibility to collect replacement, extra charges may be incurred for emergency call outs.

## **LIABILITY**

- 1) The Company will not be held responsible or liable for any injury, accident or damage caused using the hire equipment. The Company will, under no circumstance, be liable for any direct, indirect or consequential loss, damage or extra costs incurred caused by its negligence or other default in the performance of its duties.
- 2) We will try to supply your specific requirements but if we have a problem with any item, we will call you to discuss.
- 3) All colours illustrated in our catalogue and on our website are representative of the actual colour as shades may vary from actual item.



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EVENT HIRE

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