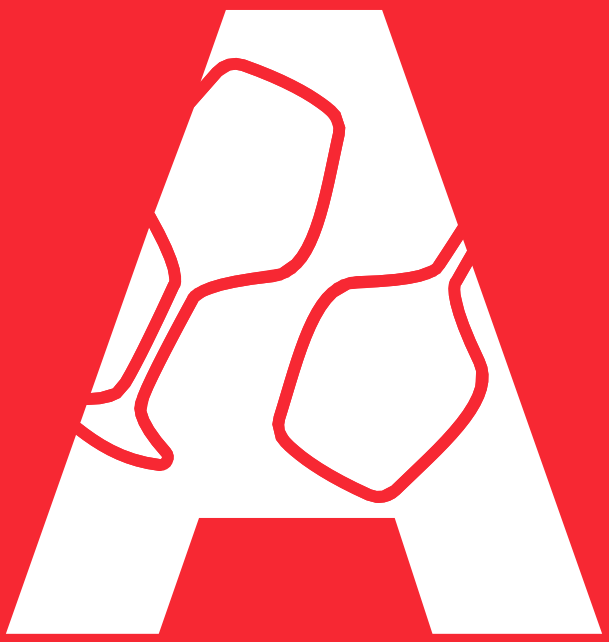


ABBOTTS

EVENT HIRE

TERMS & CONDITIONS

2026/2027

WELCOME TO ABBOTTS EVENT HIRE
Thank you for choosing Abbotts Event Hire to be part of your event.

We are committed to providing quality equipment, reliable service and a smooth hire experience from your initial booking through to the completion of your event.

The following Terms & Conditions outline everything you need to know about hiring from us, including booking confirmations, payments, final quantities, delivery, collection, equipment care and your responsibilities as the hirer.

We kindly ask that you read these terms carefully before confirming your booking, as they form part of your hire agreement with Abbotts Event Hire.

We look forward to helping make your event a success.

GENERAL

1) The contract is for the hire and/or sale of equipment detailed in the booking. The parties are the hirer (an individual or organisation acting through its authorised representative) and Abbotts Event Hire Ltd, Unit 17, Barncoose Industrial Estate, Redruth, Cornwall, TR15 3RQ.
2) All hired equipment 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 otherwise agreed in writing by the Company.
5) The hirer or hirer's agent is responsible for loss of or damage to hired goods, including packaging, during the period for which the hirer is responsible for them.
6) The hirer is responsible for ensuring hired equipment is appropriately insured against loss, theft, damage and public liability risks.
7) The hirer must ensure that equipment is used only by people instructed in its safe operation and in accordance with any instructions supplied.
8) Deliveries to third parties or unoccupied premises are made at the hirer's risk.

HIRE PERIODS

1) Hire charges are based on a 3-day rate (72 hours) or a 7-day rate (7 days). Additional day rates may be available.
2) Long-term hire is available; please contact the Company for details.
3) The hire period may only be extended with prior written agreement from the Company. Additional charges will apply.

BOOKING CONFIRMATION, PAYMENT AND FINAL NUMBERS

1) All prices are exclusive of VAT unless otherwise stated.
2) A booking deposit of 25% of the total confirmed hire charge is required upfront to secure the equipment and stock for the agreed hire dates. A quotation alone does not reserve stock; a booking is confirmed once the Company accepts the booking and receives the 25% booking deposit.

3) The remaining 75% balance must be paid in full no later than four weeks (28 days) before the scheduled delivery or collection date.
4) Final equipment requirements and quantities must be confirmed in writing no later than four weeks (28 days) before delivery or collection.
5) After the four-week deadline, reductions in confirmed quantities or removal of items will not reduce the agreed hire charge.
6) Additional items or increased quantities may be requested after the four-week deadline, subject to stock availability and payment of additional charges.
7) Bookings confirmed within four weeks of delivery or collection require full payment on confirmation, and the quantities agreed at confirmation will be final, subject to permitted additions.
8) Payment may be made by debit or credit card using the Company's secure payment facility or by another method agreed by the Company.
9) Where the hirer pays by card and expressly authorises it, the Company may securely retain a payment token through its payment provider for subsequent charges properly due under these Terms & Conditions. Full card details are not stored by the Company.
10) Credit is available only to approved account holders at the Company's discretion.
11) By confirming a booking and making the booking deposit, the hirer agrees to these Terms & Conditions, provided they have been made available before the booking is confirmed.
12) All outstanding payments, including VAT and any agreed additional charges, are payable on demand in accordance with the booking terms.

CANCELLATIONS AND REFUNDS

1) All cancellations must be made in writing and are effective when received by the Company.
2) Where written cancellation is received eight weeks (56 days) or more before the scheduled delivery or collection date, payments received towards the hire charge will be refunded less a £50 administration fee.
3) Where written cancellation is received less than eight weeks (56 days) before the scheduled delivery or collection date, no refund of hire payments will be made and the full confirmed hire charge remains payable, including any balance not yet due or paid.
4) The 40% booking deposit forms part of the hire charge and is treated in accordance with the cancellation provisions above.
5) Approved refunds will normally be made using the original payment method where practicable.

DELIVERY AND COLLECTION

1) Delivery and collection charges may apply depending on location, distance and items ordered.
2) Additional charges may apply for out-of-hours, weekend or public holiday deliveries or collections and for extended loading or unloading times caused by access restrictions.
3) The hirer must provide adequate delivery and collection access.
4) Vehicular access to marquees and service tents must be suitable, particularly in wet weather.
5) Large items, particularly LPG six-burner oven ranges, require level access and a minimum width of 34 inches (87 cm). The hirer must check and advise of site restrictions before delivery.
6) The hirer must check goods on delivery and notify the Company immediately of discrepancies or damage. Complaints raised only after return of goods may be difficult to verify.
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 additional hire and collection charges.
9) The Company will endeavor to collect equipment at requested times but cannot guarantee specific collection times during busy periods. The hirer must keep equipment dry and secure pending collection.

10) Special requests, including set-up and installation, may incur additional charges.
11) Adequate trailer access must be provided. The hirer must contact the Company in advance if access is uncertain.

BREAKAGES, DAMAGE AND LOSS OF HIRE EQUIPMENT

1) Damaged, broken or lost hired items, including transportation crates, trays and laundry bags, will be charged at the applicable replacement cost.
2) Where missing items are subsequently found and returned, the Company will review the charge and credit any appropriate amount; additional hire or collection charges may apply.
3) Additional cleaning charges may apply where goods are returned or collected in a condition requiring extra cleaning, such as muddy tables or heavily soiled toilets. A senior member of the team will assess these charges.
4) No separate refundable damage deposit is taken. The Company will invoice the hirer for any breakages, damage, missing items or additional cleaning identified following the hire.
5) The Company will provide an itemised invoice explaining the items and charges. Subject to the hirer's express card-on-file authorisation and applicable payment rules, payment of the invoiced amount will be collected from the securely stored card seven calendar days after the invoice date. The hirer should contact the Company promptly if they dispute any charge; disputed charges will be reviewed before collection.
6) If the card-on-file payment cannot be processed, or card-on-file authorisation has not been given, the invoiced sum remains payable by another agreed payment method, subject to any valid dispute.
7) If payment for an invoiced breakage, damage, missing item or additional cleaning charge is declined or remains unpaid, the Company will notify the hirer and allow a further seven calendar days to settle the outstanding amount by an agreed payment method.
8) Where payment remains outstanding after that period, the Company reserves the right to recover reasonable, evidenced administration costs arising from the failed payment, together with any interest and debt recovery costs lawfully recoverable. No automatic fixed penalty will be imposed.
9) Following written notice, the Company may refer an unpaid and undisputed balance for debt recovery or pursue other lawful recovery action. Any genuine dispute raised by the hirer will be reviewed before further collection action.

LINEN

1) Linen is delivered clean and ironed in laundry bags. Some tablecloths may need additional ironing once placed on tables.
2) Do not pack away damp linen. Leave used linen on tables until collection where possible; packing damp linen can cause mould and permanent damage.
3) Linen returned mouldy, burnt or permanently stained (including by pen, curry, highlighter or candle wax) may be charged at replacement cost. Any such charges will be invoiced separately and are payable on receipt.
4) If linen becomes damp or has drinks spilled on it, allow it to dry before packing. Packing damp or wet linen may cause permanent damage and additional charges.
5) Candle wax can cause permanent damage. Replacement charges for affected linen will be invoiced separately.
6) Colours shown in catalogues and on the website are representative and may vary slightly from actual items.

HIRER'S RESPONSIBILITY

1) The hirer is responsible for equipment from delivery to site or collection from the warehouse until it is collected by or returned to the Company.
2) All products will be delivered clean and securely packaged.
3) Items must be returned in their original boxes or transportation equipment. Missing, broken or unavailable items may be charged at replacement cost. Missing items returned within seven days will be reviewed for an appropriate credit.
4) The Company will only accept return of goods supplied under the hire and specified on the collection note. The hirer is responsible for collecting any items returned in error.
5) The hirer is responsible for the security and safe use of equipment until collection or return.
6) The hirer agrees to insure equipment on a full replacement basis against loss, damage and theft. Insurance claim proceeds relating to Company equipment are payable to the Company as appropriate.

APPLIANCES AND FURNITURE

1) The hirer must ensure gas appliances are used safely. The Company will set up gas appliances where safe to do so.
2) Gas appliances must not be used inside buildings or enclosed spaces.
3) Gas appliances have gas safety documentation available on written request, normally within two working days.
4) The Company will carry out visual and practical checks on equipment before each hire.
5) Electrical appliances are subject to PAT testing and visual and practical checks before hire.
6) Items are subject to availability. If necessary, suitable alternative products of a comparable standard may be offered.
7) If items cannot be supplied on the agreed date due to circumstances beyond the Company's reasonable control, the Company will notify the hirer and refund sums paid for the items it cannot supply, subject to applicable law.

LIABILITY

1) The hirer must use equipment safely and follow supplied instructions. Nothing in these terms excludes or restricts liability where doing so would be unlawful, including liability for death or personal injury caused by negligence.
2) The Company will endeavour to meet specific requirements and will contact the hirer to discuss any supply issues.
3) Catalogue and website colours are representative and may vary from actual items.

IF YOUR BOOKING INCLUDES ABBOTTS WASTE

The following additional terms apply only when Abbotts Waste bins and collection services are included in your booking. The general booking, payment, cancellation and damage terms above also apply.

SERVICE & BIN ALLOCATION

Abbotts Waste provides event collection of general waste, mixed recycling and glass. Bin hire is charged per bin as quoted. The following allocation guidelines are based on guest numbers:

Waste type	Bin size	Allocation guideline
General waste	240 litres	1 per 25 people
Mixed recycling	240 litres	1 per 100 people
Glass	240 litres	1 per 50 people

ADDITIONAL BIN AND EXCESS WASTE

Where additional bins are required on collection beyond those booked and were not reported in advance, a charge of £60 per extra bin will apply. Overflowing bins, loose waste and contaminated bins may incur additional cleaning, handling and disposal charges.

BAGGING AND COLLECTION

All general waste must be securely bagged and sealed before being placed in bins. Bins containing loose general waste may be refused for collection and additional disposal charges may apply. All bags and bins must be grouped at the designated collection point agreed at delivery.

WASTE SEPERATION AND EXCLUSION

General waste must not contain hazardous waste, liquids, soil, rubble, medical waste, electrical items, paint or chemicals. Mixed recycling must contain only clean, dry paper, cardboard and plastic. Glass bins are for bottles and jars only, not ceramics or Pyrex. Abbotts Waste does not provide hazardous, chemical or medical waste disposal, commercial food-waste processing, or sewage or liquid-waste removal.

HIRER RESPONCIBILITY

The hirer must separate waste correctly, keep bins secure against vandalism, fire and misuse, avoid filling bins above the rim, ensure lids close fully and provide safe vehicle access. Non-compliance may result in additional reasonable charges.

WASTE BIN DAMAGE AND CLEANING

The hirer is responsible for loss, damage, burning and contamination of bins during the hire period. Repair, replacement, additional cleaning or handling charges will be itemised and invoiced under the general breakages and damage payment provisions. No separate refundable damage deposit is taken.

IF YOUR BOOKING INCLUDES A LUXURY TOILET UNIT

The following additional terms apply only to bookings including Abbotts' 2+1 luxury toilet unit. The general booking, payment, cancellation and damage terms above also apply.

UNIT AND GUEST CAPACITY

The 2+1 unit provides two female cubicles, one male cubicle and two urinals. It is suitable for approximately 180–200 guests at a single event.

Included consumables
Toilet roll, hand soap, tissues and sanitary products are provided as standard.

FRESHWATER AND WASTE SYSTEM

The unit operates with a recirculating waste tank and a freshwater tank for handwashing. It is self-contained and does not need mains water or a waste outlet. Freshwater is intended to last for an event within the stated guest capacity but may run out towards the end of an event approaching 200 guests. Once empty, the freshwater tank must not be refilled because this would exceed the waste tank capacity.

POWER SUPPLY & TROUBLE SHOOTING

The unit requires a suitable mains electrical supply or a connection via a junction box; it must not be connected directly to a generator. Connection options are a 13-amp three-pin plug or a 16-amp five-pin connection, with adaptors and cabling supplied. If power is lost, check the fuse board in the service corridor and ensure switches are on. Power surges, including those associated with generator-powered events, may trip the supply.

PUMP SYSTEM

The unit uses a self-priming two-pump system. The second pump is designed to activate if the first fails. Intermittent pump operation and noise during normal use are expected.

POSITIONING AND ACCSESS

The unit must be positioned on flat, stable ground. Once delivered and secured, it must not be moved by anyone other than an Abbotts team member. The hirer should confirm that the positioning is suitable before the delivery team leaves.

EVENT SUPPORT

For urgent waste or luxury toilet issues during an event, contact the out-of-hours support line on 07749 416854. General enquiries: 01209 212794.

By confirming your booking, you acknowledge and accept these terms and conditions. If you have any questions or special requirements, please do not hesitate to get in touch with the Abbotts team.



ABBOTTS

EVENT HIRE

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