



# Terms & Conditions

Last updated January 2024

On payment of the deposit the client agrees to the following terms and conditions:

## 1. Hire Period

- All items are priced on a hire period of 48 hours. If the client wishes to extend the hire period this must be discussed in advance with The Cheeky Hound and the price will be amended to reflect a longer hire period.
- The hire period begins once the client has signed for the items which The Cheeky Hound has delivered. Or, if agreed, the client has collected from The Cheeky Hound.

## 2. Payment Terms

- To secure a booking a 20% non-refundable booking fee, or £100, whichever is the highest amount, is required. No wedding or event is secure until the deposit has been paid.
- The final balance is payable 4 weeks days prior to your hire date.
- A security deposit will also be required with final payment. This is £250.00.
- The security deposit will be returned within 7 days of the items return date, once it is agreed that all items have been returned undamaged. Please see Damaged or Missing Items for additional details.
- All payments to be made by BACS.
- The Cheeky Hound reserves the right to cancel any wedding or event décor hire, if payment is not made as per the T&Cs. We are not obliged to offer any compensation for inconvenience caused.

## 3. Delivery/Collection

- Deliveries/collection will be made by The Cheeky Hound to the agreed location at the time agreed in advance with the client.
- The Cheeky Hound offer free delivery within a 10-mile radius of Newmills, Fife. Otherwise a charge of 80p per mile, with a minimum charge of £10.
- The Cheeky Hound will unload the items from the vehicle. **It is then the responsibility of the client to move them safely to the desired location.** Assistance may be required for offloading. We will advise you if this is required and confirm this in the quote.
- The client must provide The Cheeky Hound with contact details of the person taking delivery. Any delay in the contact not being at the agreed location on time to take delivery may incur an additional charge.
- Please ensure all packaging is kept, so everything can be repacked correctly.
- All hired items must be removed of debris and returned as they were delivered in the original packaging and boxes. **Any missing packaging with be charged at a flat rate of £10 per missing item.**

#### 4. Cancellations

- All cancellations must be made in writing.
- If, for any reason you decide to cancel your wedding or event, your booking fee is non-refundable.
- If you decide to postpone your wedding we will hold this booking fee until your wedding or event goes ahead and will transfer the booking if we are available for your rescheduled date. We strongly advise taking out insurance to cover your event.
- If you choose to reduce your prop hire order or cancel your booking 120 days or less before your event, we are unable to offer any refund.

#### 5. Minimum Order

- There is a minimum order of £500.00 if you would like us to deliver (excluding delivery fee). This increases to £550 for 2025 weddings.

#### 6. Damaged or Missing Items

- We understand that accidents happen but all damages and losses **will be** charged for and deducted from the security deposit.
- the charge is **four times** the hire cost and will be confirmed in writing to the client within seven days of the items return date.
- if the cost of repair or replacement is greater than the amount of the security deposit, a separate invoice will be issued.
- Customers are permitted to use real candles, however due care and attention must be taken to use candles safely and responsibility and any burns and wax damage to the hired items will incur a charge based on the level of damage. We reserve the right to deduct a cleaning cost from your security deposit to cover any excessive cleaning required due to the deposit of melted wax. **We kindly request that non-drip, slow burn candles are used.**

#### 7. Liability

- The Cheeky Hound accepts no responsibility for any damage or injury caused to people or property by, or as a result, of the use of any item(s) hired.
- Many of our props are vintage items so therefore might not meet current safety regulations. Many will show signs of wear associated with age. All sizes detailed are approximate. If you need a specific size please check.
- The client is responsible for any loss or damage to goods for the entirety of the hire period, beginning at the point of collection and ending when the items are received by The Cheeky Hound on their return.

##### The Cheeky Hound:

- does not hold any responsibility for adverse weather conditions affecting access to any venue
- will make every attempt to get to the venue only when it is deemed safe for its staff
- cannot be held responsible for 'Acts of God' (Fire, flood etc), Government Advice, Pandemics, labour disputes, failure of electricity supply and any other unforeseeable circumstances that prevent the promise of its services
- will make every attempt to provide the items you have hired, but items do unfortunately get damaged and, as they are second hand/vintage, we are often unable to replace them. If items are damaged we will offer an alternative where possible
- reserves the right to review and update prices periodically
- reserves the right to review and update the Terms & Conditions periodically.

