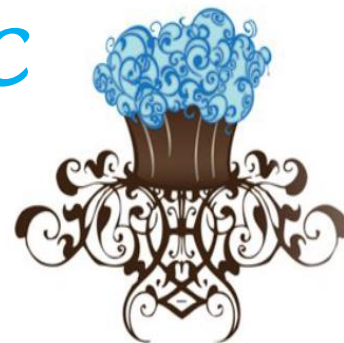


Deevah's treats CIC

Hire & Event Services
T: +44 753 456 9433
W: www.dsyzocials.com
E: deevahs@dsyzocials.com



Equipment hire.

Terms and conditions.

Our aim is to provide you and your event with equipment that is both safe and enjoyable for use everyone in attendance. It is the responsibility of the client named on this contract to provide the following:

- An area that is clean and clear from anything that may cause injury to attendees/participants.
- An area that is clean and clear from anything that may cause damage to equipment.
- Written notification if your event is within the congestion zone.
- Minimum of 7 days' notice of cancellation.

If these requirements are not met, full payment will remain non-refundable.

We reserve the right to refuse equipment use or operation if we deem the venue unsuitable or unsafe, we will not be held responsible for any obstruction, nuisance or interference.

1. Bookings:

1.1 All bookings will be taken by email, phone, website, or WhatsApp business line.

1.2 We will take details and provide you with the booking form/contract. (usually via email unless otherwise requested).

1.3 Booking form will need to be signed and returned. The named person will be the client and will have entered a signed contract and bound by our terms and conditions, as set out in this document.

2. Deposits and final settlement

2.1 Bookings are secured upon the receipt of a deposit of £30 for smaller equipment and £150 for large equipment. Where multiple pieces of equipment are being hired the deposit will be 30% of total hire fee. The full balance is required 7 days prior to booking commencement. (If booking is made less than 7 days prior to the event full payment will be due at the time of booking).

2.2 Payments can be made via direct bank transfer to Deevah's. (Alternative payments options can be arranged if requested by client, any charges as a result will be the sole responsibility of the client). Reference should always be clients last name and date of booking.

(e.g. Scott051220)

2.3 Deposits will be paid back within 7 business days of the booking completion.

3. Cancellation policy

3.1 All paid deposits are non-refundable 14 days prior to agreed booking date.

3.2 Cancellation less than 7 days prior to agreed booking date are non-refundable.

3.3 Cancellations due to unsuitable weather conditions.

- Will incur a loss of deposit.

- Bookings start as soon as equipment is on route, Deevah's must be notified BEFORE drivers have left premises, failure to do so will result in full payment being non-refundable.

3.4 Client may transfer agreed booking date, one (1) time, to a different agreed date at no additional cost or loss of payment within 7 days of the originally agreed booking date.

3.5 In the rare event that circumstances beyond the control of Deevah's operatives arise, that delay us from fulfilling contracted obligations, our liabilities shall be limited to a refund on a pro-rata basis in relation to booking.

3.6 In the rare event that circumstances beyond the control of Deevah's operatives arise, that stop us fulfilling contracted obligations, resulting in cancelling the booking our liabilities shall be limited to a refund of all monies paid by the client, in relation to booking.

4. Attendants/Servers

Attendants/Servers provided by Deevah's will usually incur an additional charge, of £10pph (Per person, per hour).

5. Charitable and reduced price bookings

5.1 All bookings made under our 'Charitable or reduced rates' scheme will have a separate signed statement attached with agreed rates and conditions where applicable.

5.2 Cancellation and deposit policy is still applicable.

6. Before the event

Please ensure that your chosen venue has the required access points, loading area and parking facilities to allow for unloading, set-up, and operation of equipment being hired. We strongly advise you check with your chosen venue if you are unsure. Deevah's will need to be notified, in writing of any potential issues, for example, broken lift, specific timings etc.

7. On arrival

Deevah's will arrive on-site allowing enough time prior to event start time, to set up equipment and demonstrate use to client or nominated person. Deevah's will not be responsible for any delays caused by the client.

8. Car parking

For bookings that require attendants or servers, on-site parking must be provided, and any parking fees are the responsibility of the client. Parking costs and fines will be chargeable to the client if received where no arrangements were made in advance.

9. During the booking

Safety is of the utmost importance.

9.1 Equipment is designed for additional services or products that create fun and pleasure for hirers and attendees, client must ensure all take responsibility for using and operating in a safe manner, as

Deevah's will not be held liable in the event of damages or incidents arising from hirers negligence. Unless stated otherwise or staffed by Deevah's; The client will, during the hire period be responsible for the supervision of the equipment, its access and operation, care and safety from damage however small. Client should also ensure they hold the necessary insurance to cover themselves or staff in this instance. Deevah's, do not accept liability for any injury, loss or damage caused contrary to the terms and conditions set out.

9.2 The client shall not use equipment for any purpose other than described in the hiring agreement, and shall not sub-hire, use equipment or allow equipment to be used for any unlawful purposes.

9.3 Equipment supplied on a 'supply only' basis (No attendant or server) the client or clients selected person will be debriefed and provided with a basic 'how to' demonstration on using the selected equipment.

9.4 If we are supplying an attendant or server, our staff will conduct themselves in a courteous and respectful manner. Our staff have the right to refuse the use of equipment if they feel threatened or unsafe; or if it is unsafe for the user or attendees at the booking. In rare and extreme cases Deevah's reserve the right to terminate the booking, client is liable for paying the full cost of booking.

10. At the end of booking

Equipment will be packed and removed at the end of the agreed booking time. Please ensure that your chosen venue has the required access points, loading area and parking facilities to allow for packing down, and removal of hired equipment at the end of your event.

11. Loss or damage

In event of equipment being stolen or damaged whilst in the client's responsibility. The client will be liable for the full cost of repair or replacement.

12. Public liability insurance

We carry public liability insurance and its subject to these terms and conditions being compiled with. Public liability insurance is excluded in its entirety following any claim or injury to any third party or employee whether directly or indirectly related to the use of drugs and/or alcohol.