



## **Terms And Conditions**

### **For CMH Events**

- Event Hire T&Cs placing an order by phone, email or in person with us and upon receipt of cleared deposit constitutes you having read, understood and agree to the following terms and conditions.
- Please read this agreement carefully. Upon entering into this agreement, you the hirer, agree to the terms with in.
- These are the only terms and conditions upon which will form a binding contract with you, the hirer. No alteration or substitution to these terms and conditions shall be valid unless agreed in writing by CMH Events.

#### **1. Booking**

- Our products and services are not booked until a deposit has been received. To confirm the hire of your decoration items we require a non-refundable deposit of 50% of your full hire sum, depending on the event date, which is payable within 7 days of receiving your invoice. This will be deducted from your final payment.
- The final balance is due 14 days before your event, unless agreed otherwise.
- Failure to pay the final balance as per the terms above will result in the hire being cancelled and non-refundable deposits retained by CMH Events.
- All goods with the exception of confectionary & balloons are supplied on a hire basis and ownership remains with CMH Events. Sub hire of any item is not permitted.

#### **2. Hire Period**

- Hire charges are calculated based on 'one day' events unless otherwise agreed, begin at 10am on the day of the event and 10am on the day following the event. However, there are instances where we can install the day before. Please note that if your venue requires same day collection, our latest collection time is 11.00pm
- Should you wish for a longer period of time please get in touch to discuss extended rates.

#### **3. Responsibility**

- During the hire period all hire items are the responsibility of the Hirer (you) and not the responsibility of your venue or event planner. We ask that you communicate with your venue to ensure security of all hire items in your absence. The Hirer takes full responsibility for goods under the terms and conditions and the Hirer shall be solely responsible for the Hired Goods not the reception/ event venue/ hotel/ photographer or any other third party to whom shall take possession of the Hire Goods. The Hirer shall be alone responsible for ensuring the Hired Goods are kept in good order from the time of receipt of delivery until back in possession of CMH Events. Therefore, agreement of good provision of storage must be made and organised directly with the third party involved for any hired goods if you are leaving the venue prior to our collection on the agreed date.

- The Hirer (you) must ensure permission of the venue is given for CMH Events to install all hired goods at their premises and specifically must check and confirm parking access and egress arrangements and communicate any specification requirements to CMH Events.
- If an installation cannot take place because of access, space or denial by your venue, then full payment will be due and CMH Events will not be liable for failure to supply.
- CMH Events provides all items for hire in excellent condition and these items must be returned in the same condition in which they are installed.

#### **4. Damage & Loss**

- Charges will be made for unauthorised relocation, visible damage, vandalism, missing items and/ or additional hire time other than that which has been previously agreed.
- The placement cost of all losses and damages will be due from the Hirer (you.) If there are any damages/ missing items, then an additional invoice will be raised and emailed to you along with our proof. It is then your responsibility to pay this invoice no later than 4 weeks from the date stated on you invoice.  
This includes; spillages, marks, chips, missing light bulbs (except blown bulbs)  
Spare bulbs will be kept behind the numbers in a box in the event of any blown bulbs during your event, this also applies for batteries if any LED lights are hired out or our LOVE letters
- The Hirer shall be solely responsible for the hired goods. Hotels/ venues/ florists/ wedding planners/ or any other third party involved will be exempt from any responsibility regarding hired goods and will not be held accountable should any damage occur whilst in their possession.
- It is the hirers responsibility to ensure the light up numbers/ letters are not unplugged and moved once set up (this is for insurance purposes.)  
Please do not allow children or adults to stand on the letters or numbers
- The Hired equipment is solely intended for use and storage indoors and must not be moved or relocated outside by the Hirer (you) or the venue (unless prior agreement from CMH Events.)  
However should prior agreement be made, under no circumstances should any hire equipment be left or stored outside overnight.
- Strictly no smoking near the hire equipment nor should it be placed by any naked flame such as an open fire, candles or any other direct source of heat.
- Light up letters/ numbers or the flower wall must remain in situ and not moved by the hirer, the venue or guests to minimise damage
- No additions are to be made when hiring the flower wall, including any form of lighting.
- Under no circumstances should any person attempt to climb, hang or swing from any hire equipment
- Where a hire has been agreed outside, this is subject to inclement weather, i.e high winds, rain, snow etc. No hire equipment will be installed where there is an additional risk of damage to CMH Events goods
- In circumstances where we are unable to fulfil the outside hire arrangements, we are happy for the wall to be used in a suitable location inside. If there is not a suitable alternative solution to the outside hire, we will issue a full refund.
- All hired equipment such as personalised signs or flower/ dried flower arrangements all remain as property of CMH Events and should under no circumstances to be taken once your event has finished,

#### **5. Delivery, Set Up & Collection**

- The event hire price includes delivery, full installation and collection. Due to the structure of some of our hire equipment we respectfully ask that they are not relocated by anybody other than an employee of CMH Events (unless otherwise agreed.)

- Set up and collection times will be agreed at the time of booking and must be confirmed by the venue. Should CMH events be unable to deliver or collect hired goods at arranged time with Hirer (you) due to failed attempts. The Hirer (you) will be charged for the additional travel fee.

#### **6. Cancellation/ Amendments**

- In the event you need to cancel your booking, all payments to date will be retained. Should you need to change the date of your event we will endeavour to provide items you require for your new date; however we cannot be held responsible if the new date is not available. We recommend that you purchase wedding/ event insurance to cover any losses in the event of cancellation on your part. In the event that we cancel you're booking, all payments made to date would be refunded in full.
- Cancellations within 28 days of the event will be charged at the full amount. If for any reason you wish to cancel your order you should email us at [cmhevents.sussex@gmail.com](mailto:cmhevents.sussex@gmail.com) in the first instance. All cancellations or reductions in numbers of items to be hired must be confirmed in writing and will only be effective on receipt of your cancellation email or letter.
- Should an unforeseeable event occur where we cannot provide our service/ goods then you will be notified immediately. You will receive a full refund and we will do your utmost to find an alternative supplier that can provide you with the nearest equivalent service/ goods.

#### **7. Public Liability Insurance**

- CMH Events is fully insured up to the value of £1,000,000. We can provide a copy of our insurance policy certificate to you or the venue upon request.

#### **8. Photography**

- CMH Events reserves the right to use any photography of our products and services taken during the hire period, however we will seek further permission to use any pictures of your guests. Photographs are used for promotional purposes on our website and/ or social media. If you have any objections to this, please let us know in writing prior to your event.

#### **9. Liabilities**

- In no circumstances shall our liability to you exceed the invoice of the contract.
- CMH Events or any of their employees shall not be liable in respect of damages/ injury/ loss of any other damage incurred in respect of this hire, as a result of any defect or damage to the item and the customer shall satisfy herself/ himself of the suitability/ condition placement of the equipment.

#### **10. Privacy Policy**

- We will not share this information with any other third parties. However, may contact you from time to time by email with new offers. If you do not wish to be contacted, please email us on the below address and we will ensure you are removed from our mailing list: [cmhevents.sussex@gmail.com](mailto:cmhevents.sussex@gmail.com).
- This information includes – your name, address and your email address.
- The data that you provide will be used to fulfil your booking, which we will keep on file for 2 years unless you specify otherwise.