



## Terms & Conditions v21

Please Read below before sending your deposit. If you did not read these, we are not responsible for any misunderstanding.

**By using StylePlay, you agree to abide by the terms and conditions set out below;**

- 1. A non-returnable deposit** of £30, £50 or £100 is required when confirming most bookings. A revised amount may apply to different services. If the order is cancelled, the deposit is **not refunded**. This deposit will be deducted from the final payment. Except for retainer deposits (statement 3). Cancellations made within 72 hours of the event are subject to a 50% fee. We do not cover for natural disasters, viruses etc. The deposit is transferrable to another date or service.
- 2. Full payment is required 7 days prior to your event.** Payment should be made by bank transfer using your invoice number as the reference. We will assume you no longer require the service if this is not met and you forfeit your slot. Bookings made less than 7 days before the event are required in full upon receipt of the invoice. Due to time wasting we can not hold slots for longer than a few hours after the invoice has been sent. Protoboards can not be printed with less than a weeks notice but an alternative may be provided. **WE NO LONGER ACCEPT CASH PAYMENTS UNLESS ARRANGED PRIOR. ASK FOR DETAILS.**
- 3.** Depending on services requested, we may require a retainer deposit (from £25) which covers damage or loss of any hire equipment. This is added on top of your final bill. This deposit will be refunded once the items are back in our possession and we are happy that they are not damaged beyond reasonable wear and tear. We do not refund cash. The retainer will be transferred once items have been checked which is usually the Monday after your event or 48 hours. Please send your sort code and account number for your refund.
- 4.** We do not insure against theft of the goods or other such mishaps once the item(s) are in your possession. It is your responsibility to take care of the goods on hire. It is your responsibility to ensure the bassline does not effect glassware. If the item(s) become lost or stolen whilst on hire or are damaged beyond reasonable wear and tear, the full deposit will be forfeited. If a deposit has not been taken the agreed charges apply and will be required on the day of collection of hired items. Sweet Jars £20. Picture frames £10.
- 5.** The hired goods remain the property of StylePlay and if they are not returned during the specified period, the above will retain the security deposit even if the goods are subsequently returned late. All sweet jars are provided on a hire basis only and should be returned with sweets/popcorn consumed. The sweets are paid for with hire and belong to client. Fruits are the property of the client but we will collect the pole at a time agreed on the event day. Flowers, Circle Plaques, Photo Frames, Easels, Cutlery, Glassware, Props are all hire items. The retainer deposit will not be refunded until hire items are collected or returned. Balloons, Photoboards, Favours and Bottles provided as part of our Private Dining setups are yours to keep.

6. We cannot accept responsibility, or liability for inability to gain access to venues, which results in insufficient time to complete the dressing of chairs and tables. Every effort will be made to co-ordinate with staff at venues to ensure that this does not happen. An hour is required for Celebration table setups. Slush requires an hour before to set. 100 Chair Covers requires 1.30 hour setup. Please bear this in mind when booking your venue. We will not be liable for overrun setups if you have not booked sufficient setup time prior. We can sometimes blow up balloons from the warehouse to save time but this cannot always be guaranteed so book sufficient time to avoid disappointment.
7. For machine hire we need approx. 1 hour to set up before the event starts. Serving time will be at the agreed time slot and we will finish serving at the hour agreed. Set up time is not included in the hire time. We cannot be held responsible for guests arriving late. We will end the service at the hired time regardless of the amount of guests served due to their absence. We may require a table for face painting, popcorn, slush and chocolate fountain and this should be near to accessible plugs for electricity. Please advise your guests of times when they should be using services. If you need a sign printed please say so beforehand.
8. Once the items have been returned we will notify you within 48 hours if there are missing items or items that are beyond repair. Once contacted you will then have a further 7 days to return missing items and or/ pay for items missing and items that are irreparable. Failure to do so will mean you have forfeited your full retainer deposit and further action may be taken.
9. Goods for hire are available for collection or delivery on the day before the function. They should be returned within two days of the hire date. Example function on Saturday 10th August collection/delivery Friday 9th August return Monday 12th August. All crockery should be washed and packed in its original packaging. If StylePlay Staff have to wash any crockery, there will be a charge from £30 that will be deducted from the retainer deposit.
10. **Packdown** - It is your responsibility to remove chair covers and table covers before the agreed collection time. For Private Dining setups, all plates and cutlery need to be washed before collection. Failure to do so will result in you losing your retainer deposit.
11. StylePlay shall not be held liable for injury or damage to persons or property howsoever sustained arising from our hire items. StylePlay will check the items on hire are fitted correctly and are free from defect to prevent injury from arising before we leave. Once we leave it is the hirers responsibility to ensure guests are using equipment correctly. You are not permitted to move equipment unless agreed.
12. StylePlay provides machines for 3 hours. Additional hours are optional with a price based on number of guests attending. Due to Covid we can no longer provide a servant so guests will help themselves. Ask for details.
13. The only persons covered to move equipment are those trained by StylePlay. Please do not attempt to move LED Numbers, Ghost Tables, Backdrops or any other property owned by StylePlay. You will be charged for any damages and we will not be liable for an injury caused in failure to comply. It is the hirers responsibility to share the floor plan prior to setup commencing or items will be positioned where we feel best fit.
14. We will not be liable for damages caused by heavy bassline, weather, uneven surface levels or any other cause. During setup we will ensure the area is safe and free from the risk of damage. Once we have left it is then the hirers responsibility to keep items safe. You will lose your retainer for any damages.

15. We are a Styling company. We do not plan your events but we can offer advise. Your floor layout is your plan, not ours.
16. The Play Frame is not able to go up or down any stairs. We can only setup on ground level. You will lose your hire fee if you have not advised StylePlay that the frame is required on any other level other than ground level and we turn up to set up. We can accommodate the Play Frame outdoors in dry conditions. We will cancel the service if rain is forecast by BBC Weather on the morning prior to setup regardless of your own apps or personal opinions. Please check the dimensions will fit before booking as some gardens do not have sufficient access to deliver.
17. **Balloon Garlands** – Garlands are attached to walls using command hooks, sticky back hooks or an equivalent. These may sometimes lift paint especially fresh paint. Please do not book if you have any obligations to this as we will. Not be held responsible.
18. **LED Numbers** – Numbers are for indoor use only. They cannot be taken on the grass either as they are wood and soak up moisture which causes damage. They do not stand on grass and may cause injury. They are supplied in a used but fit for purpose condition. You will lose your retainer deposit if these are taken outside.
19. **Artwork** – **StylePlay do not own a printer. All design is done inhouse but sent off to print hence we need sufficient time to get these back.** If booking PhotoBoards and or image based items, It is your responsibility to ensure artwork is sent in good timing. Large banners require 2 weeks. PhotoBoards 7 days. Please send all artwork via Email and not What's App or Instagram DM's. You are responsible for the quality of your photo. If unsure check before. We do not refund for PhotoBoards that will not reach on time or booked as part of a package . We do not provide previews however one can be added for £10. We cannot guarantee post. If unsure please do not book. Please send correct spellings of names via email so we can directly copy and paste into the relevant software. There is room for error if this is sent via any other means.
20. **Outdoor Events** - We can't provide the following services outdoors due to **Health & Safety, Insurance & Unpredictable Weather**; Flower Walls, Foliage Walls, Circle Backdrop, LED Numbers, Table Displays, Candy Carts. However, we can provide them in a **marquee or sheltered area which you can arrange, or ask about our gazebo hire. We do not own or have shares in any marquee company.** You will forfeit your retainer deposit if these are moved outdoors as it will cause damage.
21. **Bad Weather** – We will terminate the bouncy castle if there is rain. If booked as part of a package, £30 will be returned. We do not provide LED Numbers, Backdrops, Flower Walls, Foliage Walls, Display Tables, Candy Carts outdoors regardless of the weather or forecasts. You will not be insured for this and breaches StylePlay Health & Safety policies.
22. **Setup and Times** – By booking with StylePlay you are booking with a company that attends multiple bookings in the same day. We may be able to set up any hired apparatus at an agreed time but please bare in mind we may have other setups on the same day. **An agreed time is not the time you state on the Booking form** but we work according to a daily schedule based on logistics and start times. The time you advise is not necessarily the time we will arrive as it depends on other confirmed bookings. However, we will arrive no later than an hour before your event and will complete setup before your event starts. Standard Balloon deliveries are typically between 9&2. If you require a specific time please collect. Anyone providing a false start time will no longer be welcome to book further services with StylePlay and you will be added to our red list. It is not part

of our service to move chairs and tables. Please arrange for this to be done with the venue before we arrive. You will lose your retainer deposit if we have to rearrange chairs and tables.

**23. Collection** – We cannot collect Cake Table Displays, chair covers, table covers, fruits display pole etc, any later than 8pm. Bouncy castle pickup is 8pm. A fee can be paid for rental services later than this or we can collect the next day but access needs to be discussed prior to booking. Ask for details. Soft play hire is hired until 8pm. We can offer additional time for a fee if required.

A retainer fee of £30 is added when booking soft play this will be returned back after collection via bank transfer. We will hold onto retainer fee if the soft play:

1. Is damaged
2. Drink or food is being used on the soft play
3. The balls are not kept within the ball pit upon collection

**24. Design** – All designs are our own. We do not replicate what you've seen elsewhere. We do not provide previews for PhotoBoards but this can be added for £10 for up to 2 revisions. We will try our hardest to provide exactly what you request but due to Covid, supplies are limited so please book in advance (at least 8 weeks before). Anything less than this we may have to provide alternatives and it is not always possible to communicate this. Any specific requests needs to be made via email and not Whats App or Telephone.

**25. Money Balloons** – The cash for your pop-up Balloon needs to be dropped no later than the 1pm the day before your delivery or collection date. This will enable you to get your balloon between 9&1 the next day. Delays in drop off may delay the time its ready for collection.

**IMPORTANT INFORMATION** Please note, when hiring chair covers you are hiring a product that has previously been hired out before. Although we aim to send out as near a perfect product, sometimes there may be minor defects on the product (typically stains at the base of feet). This however will not affect the overall appearance of the covers or its purpose.

**Balloon Safety Important Information Please read.** It is possible to choke or be suffocated by an un-inflated balloon or piece of burst balloon. Please ensure that all broken or un-inflated balloons are kept away from young children. StylePlay will be responsible for the balloons whilst we are on the premises. Once StylePlay leave the premises, we cannot be held responsible for any accident or injury following the misuse of the balloons.