



## TERMS AND CONDITIONS – OAK AND ASH EVENT HIRE

### **1. DEFINITIONS**

- 1.1 “Company” refers to the wooden garden game and decor hire business.
- 1.2 “Customer” refers to the person or organisation making the booking.
- 1.3 “Hire Period” refers to the agreed hire duration of up to three (3) days unless otherwise agreed in writing.
- 1.4 “items” refers to all games, equipment, and decor hired.

### **2. BOOKING AND PAYMENT**

- 2.1 A non-refundable deposit of £30 is required at the time of booking to secure your event date.
- 2.2 The remaining balance must be paid no later than four (4) weeks prior to the event date.
- 2.3 Bookings are not confirmed until the deposit has been received.

### **3. CANCELLATION POLICY**

- 3.1 If the booking is cancelled more than four (4) weeks before the event date, a refund will be issued excluding the £30 deposit.
- 3.2 If the booking is cancelled within four (4) weeks of the event date, no refund will be given and the full balance remains payable.

### **4. HIRE PERIOD**

- 4.1 items are hired for a maximum period of three (3) days unless otherwise agreed.
- 4.2 Late returns may incur additional hire charges.

### **5. DELIVERY AND COLLECTION**

- 5.1 Delivery and collection are offered for hire orders totalling over £200 (excluding delivery costs).
- 5.2 Customers may choose to collect and return hired items themselves to avoid delivery fees, or for smaller hire orders, from our base in Burgh by Sands, Carlisle.
- 5.3 Delivery and collection times will be agreed in advance and must be adhered to by the Customer.

5.4 The Customer must ensure reasonable access for delivery and collection.

## **6. INVENTORY AND RETURNS**

6.1 An inventory list will be provided via email before the event date.

6.2 The Customer is responsible for checking the inventory upon receipt.

6.3 The Customer is responsible for ensuring that all items are returned in full.

6.4 Missing items will be charged at replacement cost.

## **7. USE OF EQUIPMENT**

7.1 items must be used only for their intended purpose and in a safe manner.

7.2 Adult supervision is required where appropriate, especially when children are using the games.

7.3 Shuffleboard must not be used outdoors.

## **8. WET WEATHER POLICY**

8.1 Games can withstand light rain and may be placed on damp grass.

8.2 items must not be left outside in heavy rain or strong winds.

8.3 The Customer is responsible for bringing items indoors and storing them safely in the event of bad weather.

8.4 Damage caused by failure to follow this policy may result in charges.

8.5 See Wet Weather Policy for more details.

## **9. DAMAGE AND LOSS**

9.1 Light wear and tear consistent with normal use is accepted.

9.2 Any damage beyond normal wear and tear is the responsibility of the Customer and will be charged accordingly.

9.3 The Customer is liable for loss, theft, or irreparable damage during the Hire Period.

9.4 See Damage and Loss Policy for more details.

## **10. CUSTOMER RESPONSIBILITIES**

10.1 The Customer must ensure items are kept secure and protected from theft, vandalism, and misuse.

10.2 The Customer must ensure items are stored safely when not in use.

10.3 The Customer agrees to follow all instructions provided by the Company.

## **11. LIABILITY**

11.1 The Company shall not be liable for any injury, loss, or damage arising from misuse of the items.

11.2 The Customer assumes responsibility for safe use during the Hire Period.

11.3 The Company holds public liability insurance.

## **12. FORCE MAJEURE**

12.1 The Company shall not be liable for failure to perform obligations due to events beyond reasonable control including extreme weather, transport disruption, or other unforeseen circumstances.

## **13. AMENDMENTS**

13.1 The Company reserves the right to amend these Terms and Conditions at any time. The version in effect at the time of booking will apply.

## **14. AMENDMENTS AND ACCEPTANCE**

14.1 The Company reserves the right to amend these Terms and Conditions at any time. The version in effect at the time of booking will apply.

14.2 By confirming a booking, the Customer agrees to these Terms and Conditions.

**Last updated: February 2026**