



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

1. General

1.1 Standard payment terms

To secure a booking a non-refundable deposit is required - the amount will vary depending on the item.

For orders over £1000, we require another 50% instalment 12 weeks prior to the date of the event, plus the balance 1 week prior to the event. For all orders less than £1000, the final balance is payable 1 week prior to the date of the event.

If the client fails to make payments, the company will cease work, the order will be cancelled and no refund will be given. The client will have a grace period of 3 days after the payment date to pay debt before the contract is cancelled.

1.1 Wedding payment terms

To secure a booking a 25% non-refundable deposit is required.

For orders over £1000, we require another 50% instalment 12 weeks prior to the date of the event, and the balance 4 weeks prior to the event. For example, if your total is £1200 you will be required to pay a £300 deposit, followed by a £600 instalment, and a final payment of £300.

For all orders less than £1000, the final balance is also payable 4 weeks prior to the date of the event.

If the client fails to make payments, the company will cease work, the order will be cancelled and no refund will be given. The client will have a grace period of 3 days after the payment date to pay debt before the contract is cancelled.

1.3 Cancellation

For wedding, if a cancellation occurs more than 12 weeks prior to the date of the event, all monies will be refunded minus the non-refundable deposit fee and any costs incurred by the company as a result of the booking. If a cancellation occurs less than 12 weeks prior to the event, the full 100% is payable and no monies paid will be refunded.

For any other event, if a cancellation occurs more than 4 weeks prior to the date of the event, all monies will be refunded minus the non-refundable deposit fee and any costs incurred by the company as a result of the booking. If a cancellation occurs less than 4 weeks prior to the event, the full 100% is payable and no monies paid will be refunded.

1.4 Postponement

The Client must notify the company if there is a change in the date of the event or a complete cancellation. If the postponement occurs 4 weeks before the event, no penalty fee will be charged. If the postponement occurs more than 4 weeks prior to the event, the Client may be charged a fee.

1.5 Changes

The company will do their best to accommodate changes to orders where possible but is not obliged to. Any changes must be submitted at least 4 weeks in advance and may incur a charge, particularly if the company has incurred expenses.

1.6 Fulfilment of contract

The company is not responsible for any delay or inability to deliver based on accidents, natural disasters, transportation issues, inclement weather, illness, death, labour troubles, delay in supplies, disputes or strikes, or any other circumstance beyond the company's control.

1.7 Imagery

The company has the right to take and use photographs of the hired items at the client's event for its own marketing.

2. Hire items

2.1 Security deposit

A security deposit will also be required 1 week prior to the hire date. The amount of deposit required is determined by the item hired.

The security deposit will be returned to the client within 1 week 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.

2.2 Collection & delivery

Deliveries will be made by the company to the location at the time agreed in advance with the client.

The client must provide the company with contact details of the person taking delivery prior to the hire period. The person taking delivery must be at the location at the agreed time, they should allow up to an hour, depending on the number of items hired, to take delivery and sign off the items received.

Any delay in the client not being at the agreed location on time to take delivery may incur an additional charge.

The items will be collected at an agreed time from the delivery location. All hired items must be removed of debris and returned as they were delivered in the original packaging and boxes, in accordance with the guidelines supplied.

The client must provide the company with the contact details of the person arranging the return of the items prior to the hire period. The person returning the items should allow up to an hour, depending on the items hired, to sign the items back over to the company as the condition of the items will need to be checked and agreed.

Any delay due to the client not having the items packaged and ready at the agreed location and time may incur an additional charge.

2.3 Hire period

All hire items are priced on a hire period of 24 hours (unless otherwise stated). If the client wishes to extend the hire period this must be discussed in advance with the company 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 company has delivered. Or, if agreed, the client has collected from the company.

2.4 Damaged or missing items

Any damaged or missing items will be charged at four times the hire price. The total cost will be confirmed in writing to the client within 1 week of the items return date. The cost will be deducted from the security deposit and any remaining amount of deposit credited to the client within 1 week. Should the damaged or missing items have a higher value than the security deposit the client will be sent an invoice for the outstanding balance and payment must be made to the company within 1 week of the invoice date.

2.5 Styling and set up

The client is responsible for setting up the hired items, unless prior arrangements have been made for the company to set up.

2.6 Liability

All items remain in the ownership of the company, however during the hire period the client is responsible for looking after the items. The client therefore must make every effort to ensure that the items are treated with respect, kept dry and retained in a secure place.

The items hired are the responsibility of the client from the time delivery has been taken until the time they have been collected by the company. The company accepts no responsibility for the hired items causing injury to any person, object or premises during the hire period.

3. Dancefloor

3.1 Set up & collection

It is the responsibility of the customer to provide the company with sufficient time (approx. 90 minutes) to set up the dancefloor and ensure the venue has suitable access. The company shall not be held liable for delay if the venue is not accessible at the previously agreed time.

Once the dancefloor has been laid, it should not be moved by anyone other than a member of company staff.

The company will return to collect the dancefloor at a time agreed during the booking process.

3.2 Terms of use

Tables/chairs and other furniture should not be placed on or dragged across the surface of the floor.

No food or drink is to be consumed on the dancefloor.

The dancefloor is not suitable for any event involving water e.g. foam party.

3.3 Liability

The person/organisation accountable for hiring the dancefloor shall be liable for any loss or damage to the dancefloor. As the dancefloor is a very expensive piece of equipment, point 2.4 does not apply, and any damage shall be charged at the cost of repair and any loss at the cost of replacement.

4. Hot tub

4.1 Safety

The guidelines in place exist for the safety and benefit of those using the spa and ensuring all adhere to the rules and regulations is the responsibility of the customer:

- A responsible person over the age of 18 should supervise children when using the spa
- Children must be over the age of 8 to enter the spa
- Climbing and sitting on the spa walls is prohibited
- The use of electrical devices in or around the spa is prohibited to avoid the risk of electrocution

- Ensuring the spa remains clean is the responsibility of the customer. If the equipment is not to the same standard as when delivered the customer shall be liable for cleaning costs
- The tent **MUST** be taken down in bad weather i.e. high winds. If the equipment is damaged during the hire period, the customer shall be liable for repair or replacement
- No more than the maximum number of people advised are allowed in the spa at any one time
- Shoes and jewellery must be removed before using the spa
- Limit make-up when using the spa as this may clog up the filtering system
- Moisturisers and fake tan are prohibited when using the spa
- Face paints, party poppers, silly string etc are prohibited in the spa as they may stain
- No smoking, candles, fire or barbecues to be used near the spa
- No food or drink to be consumed in the spa
- No pets in or around the spa
- It is advised that anyone with ANY health problems contact health advisors before using the spa
- It is advised that anyone taking ANY medication contact health advisors before using that spa
- It is advisable that pregnant women do not use the spa
- It is advised to drink plenty of cool water when using the spa to avoid overheating/dehydration
- It is recommended that the heat of the water is turned down to a cool and safe temperature of around 32 degrees before allowing children to enter
- No jumping or diving or any excessive play whilst in or around the hot tub
- No sharp or foreign objects allowed near or in hot tub

4.2 Error codes & power failure

The machine must stay on for the duration of the hire unless advised otherwise by a member of staff.

In a result of power failure or if the hot tub is not getting up to temperature, you must phone us immediately on 07400 717277 for instructions. Please do not attempt to rectify the problem yourself. If we are not made aware of a problem, we are not able to offer any reimbursement.

4.3 Liability

The person/organisation accountable for hiring the hot tub shall be liable for loss or damage of equipment provided by the company. Injuries occurred as results of misuse are also the responsibility of the customer and the persons utilising the spa do so at their own risk. The company are not responsible for damage or injury to anyone using the equipment.

5. Inflatable Pub

5.1 Safety

The guidelines in place exist for the safety and benefit of those using the inflatable pub and ensuring all adhere to the rules and regulations is the responsibility of the customer:

- The pub **MUST** be deflated in bad weather i.e. high winds. If the equipment is damaged during the hire period, the customer shall be liable for repair or replacement
- Party poppers and silly string etc are prohibited in the pub as they may stain
- No smoking, candles, fire or barbecues to be used in or near the pub
- No hanging items e.g. fairy lights/banners on the walls of the pub as it may puncture the inflatable
- No pets in or around the pub
- No sharp or foreign objects allowed near or in the pub

5.2 Liability

The person/organisation accountable for hiring the pub/marquee/tent shall be liable for loss or damage of equipment provided by the company. The company are not responsible for damage or injury to anyone using the equipment.

5.3 Weather

The law states that we cannot erect an inflatable in winds over 24mph, and as the pub is only shower proof and unable to cope with heavy rain, we reserve the right to cancel your booking if the weather forecast states it's approaching this.

In the event that the pub is cancelled due to weather, you will either be offered a refund (minus the non-refundable deposit) or a gift voucher for the full amount (valid for 12 months).

5.4 Set up

If the person/organisation accountable for hiring the pub/marquee/tent has not considered the space required to set up, the company will not be able to fulfil the contract, nor will any refund be provided.

6. Marquees & Tents

6.1 Liability



The person/organisation accountable for hiring the marquee/tent shall be liable for loss or damage of equipment provided by the company. The company are not responsible for damage or injury to anyone using the equipment.

6.2 Set up

If the person/organisation accountable for hiring the marquee/tent has not considered the space required to set up, the company will not be able to fulfil the contract, nor will any refund be provided.

7. Cakes

7.1 Collection & delivery

The company will arrange a suitable date/time for the client to collect the cake.

Delivery can be arranged at the time of order, subject to a fee. The company is not responsible for tardiness if collection/delivery times or venue are changed within 48 hours of the event.

7.2 Liability

The cake is the responsibility of the client from the time the cake is collected or delivery is accepted. The client is responsible for providing a suitable environment for the cake (away from heaters, vibrations, people, suitable surface, suitable outdoor setting). The company accepts no responsibility for damage to the cake or shortage of cake caused by anyone NOT employed by the company.

7.3 Design

The company will follow the client's requests closely to create the cake desired. However, the company cannot duplicate or copy another cake designer's work, so cakes will not be an exact replica of any photography provided.

7.4 Serving amount & sizes

The serving size is 2 inches wide x 1 inches long x 3 inches high. Serving size estimations are not guaranteed to be exact. The company is not responsible for a shortage of cake if the pieces are cut too large.

7.5 Allergy & dietary warnings

Baked goods may have come in contact with dairy, gluten, eggs, nuts, soya, alcohol, natural dyes, artificial dyes, artificial flavourings, sugar, artificial sweeteners, artificial colour and other allergens not listed. The client is responsible for pointing out to guests' potential allergy hazards

7.6 Non-edible items

Most cakes contain small proportions of inedible items e.g. dowels, ribbon, wires, crystals. It is the client's responsibility to ensure these are removed before consumption. Some flowers (e.g. Ivy) are poisonous and not suitable for use on food products, you should notify your florist.

8. Balloons

8.1 Collection & delivery

The company will arrange a suitable date/time for the client to collect the balloons.

Delivery can be arranged at the time of order, subject to a fee. The company is not responsible for tardiness if collection/delivery times or venue are changed within 48 hours of the event.

8.2 Design

The company will follow the client's requests closely to create the balloon display desired.

However, the company may not be able to source the exact balloons in any imagery provided, so will source balloons as close as possible in colour and style. Therefore, balloon displays may not be an exact replica of any photography provided.