

BEAUTIFULLY COVERED

Terms and Conditions

1. Definitions

'Booking Contract' means the document herewith that sets out the conditions and all details of your agreement with us. 'Supplier', 'We' and 'Us' refers to the supplier of the service/goods – Beautifully Covered Ltd, 30 Bankhead Drive, Edinburgh, EH11 4EQ. 'Booker' and 'You' mean the hirer of the goods. The 'Booker' is responsible for the goods not the venue unless the venue is named in the 'Booker' field and has organised the hire directly.

'Goods' means all items hired from us.

2. General Hire

All goods remain the property of Beautifully Covered at all times including damaged goods.

All booking deposits and non-refundable. During the period of hire you are solely responsible for the hired goods and insuring the goods. The hire contract is between Beautifully Covered and the person/company named in the 'booker' field. It is the booker's responsibility to ensure the venue is clearly instructed to ensure the Terms and Conditions are met. Goods must be ready for collection on the agreed date and should be packed into the box/bag left for this purpose. All goods should be counted and checked before being packed for collection. If the goods are not returned or ready for collection when agreed the booker is responsible for the cost replacement goods to honour bookings for which the goods are required. The booker is also responsible for all costs relating to the terms and conditions not being met. It is the booker's responsibility to reclaim any costs from third parties including the venue if someone else is at fault. We reserve the right to use all images we take/have taken of the event/s for promotional purposes including online unless otherwise requested at time of booking and mentioned above. We reserve the right to charge hirer for all missing/damaged goods regardless of the reason for this loss/damage

3. Pricing Policy

Prices are agreed at time of booking and are specific to each booking and not transferrable.

Prices are based on a hire between dates agreed above and failure to return items at the time/date agreed will result in further charge. Availability of items are subject to change without notice for specialist items sourced for your event out with our normal hire stock such as fresh flowers and bespoke fabrics. A suitable replacement would be supplied in this instance

4. Deposit Policy

On confirmation of booking a non-refundable deposit will be paid to secure the date. This deposit is not refundable. Deposit amount will be mutually agreed at time of booking. Deposit payments are shown on the booking confirmation and the amount is taken off the balance payment which is due to be paid 21 days prior to the event. No booking is confirmed until the deposit is received, cleared and confirmation sent from us.

5. Payment Policy

Payments can be made by BACS, cheque, cash or by credit or debit card. BACS payments may take up to 4 working days to show in our account. Cheque payments may take up to 6 days to show in our account and the booking is not fully confirmed until this payment has cleared. Credit or debit card payments are subject to a 3.6% charge on top of the amount due to cover processing costs. We do not store any credit card details and as such you will need to call each time you make a payment. The final balance must be paid 21 days prior to the event taking place. If payment is not made in time we may cancel your booking and retain the deposit paid. Bookings made less than 21 days in advance must be paid in full at time of booking and are non-refundable. Once balance payment has been made 21 days prior to the event this is non-refundable and any reduction in requirements will not be refunded.

6. Cancellation and Amendment Policy

Booking amendments must be made in writing and will be accepted subject to availability up to 21 days before the event. Final numbers and requirements must be confirmed 21 days prior to the event date.

If a booking is cancelled more than 21 days in advance the deposit will act as the cancellation charge

If a booking is cancelled between 21 and 14 days in advance a 50% charge will be made.

If a booking is cancelled less than 14 days in advance a 100% charge will be made.

This charge is based on the 'Total Cost' amount above.

7. Set Up and Delivery

The hirer must ensure there is someone to accept delivery of the goods at the agreed date and time for delivery. If you choose the set up option we will arrive at the time agreed in advance with the venue. The booker must inform the venue that the room must be fully set and ready for the linen to be set up by Beautifully Covered. If a venue does not have the room set and ready as agreed Beautifully Covered may have to cancel the set up service without notice if this jeopardises other events on the same day. In this case the goods would be left with the contact at the venue.

8. VAT

VAT is charged at 20%. Please check your quotation carefully to see if VAT is included in your total cost. If not included this will be included in your final invoice. VAT Reg No 120 6728 37