



STAMFORD TABLEWARE HIRE TERMS AND CONDITIONS

Please read these terms and conditions of hire carefully before placing your order with us. Also, please retain a copy of these terms and conditions and your written confirmation of your order for future reference

1. Equipment remains the property of Stamford Tableware Hire Limited.
2. Prices quoted are for one day's hire only. Extended hire terms are available on request.
3. The hirer guarantees that the person signing the delivery note is duly authorised to do so on behalf of the hirer, and the person signing the delivery note warrants that he/she is duly authorised to sign on behalf of the hirer.
4. Payment by cash/direct transfer plus a refundable deposit must be made before goods are released.
5. It is admitted that the person signing the delivery note had the opportunity to inspect the hired equipment and confirm the equipment is received in good condition.
6. Cancellation of orders within 5 days of date of hire is chargeable at 50% hire charge. A full hire charge is implemented for an cancellations 72 hours before the set hire date.
7. The hirer is fully responsible for the equipment and for insuring the equipment from the time of acceptance until returned to our premises. No insurance is provided by Stamford Tableware Hire Limited.
8. Queries on goods received must be notified immediately.
9. Drivers collecting goods are not authorised to return deposits or check goods.
10. If the hirer has any cause for complaint concerning the conditions, suitability or performance of equipment hired STH should be notified immediately. No consideration for redress will be given to a grievance once the equipment has been used.
11. The hired equipment is solely intended for use and storage indoors unless specifically designed and manufactured for use outdoors. If the equipment is used or stored outdoors, the hirer is fully responsible for damage caused by the weather or any other associated hazard.
12. All goods will be delivered clean, polished and ready to use. In order to maintain the highest standards of cleanliness, a wash charge of 6p per item will be added to the invoice on all orders.
13. After use, glasses should be emptied of all liquid and fruit. Plates should be wiped clean of all food remnants and cutlery should be rinsed after use, even with wash service. Failure to do this may result in additional cleaning charges. Under no circumstances should scourers or abrasives be used on any hired equipment.
14. In addition to hire, washing, and transport charges, where applicable, a refundable deposit is required. The deposit, less replacement cost of any breakages or losses will be returned by direct transfer after authorised staff at STH premises have checked the equipment. Where the deposit is not sufficient to cover the replacement cost, the hirer is liable for the balance.
15. Deposits are charged at 25% of hire cost for orders over £100. For orders valued at less than £100, a minimum deposit of £25 will be charged.
16. We reserve the right to change any price without need to give prior notice.
17. Deliveries are from hard standing adjacent to main door, ground level entrance, unless pre-arranged and are charged at £12.50 per hour or part thereof. An additional charge will be imposed in respect of waiting time should the driver be unduly delayed or detained whilst attempting to make a delivery or collection.
18. The Hirer is responsible for ensuring that their delivery/collection instructions and arrangements are consistent with parking restrictions. STH reserves the right to pass on to the hirer the cost of any fines incurred due to delivery/collection instructions that neglect or ignore parking restrictions.
19. All plastic crates or glass jacks to be returned dry and intact. A charge will be made for any crates or jacks lost or damaged.
20. No substitutes for items hired will be accepted.
21. STH will make every endeavour to effect delivery and collection at the times indicated by the hirer. No responsibility will be taken if requested times are not met. Removal will be effected as soon as possible, but all equipment cannot be collected immediately after use from all sites. STH is under no liability whatsoever for any injury or damage to persons or property or loss of profit claimed by the hirer in respect of any interruptions, delays, inaccuracies, errors, omissions or any failure to deliver or from the use of any equipment under hire.
22. Table linen will be provided in laundry hampers. Please return in the same. Missing laundry hampers will be charged. Tablecloths should be dry before being stored, and any loose food or table decorations shaken off before replacing in laundry hampers they were supplied in. We aim to collect table linen promptly after use. NB: Table linen that develops mildew from being stored whilst damp will incur replacement costs.
23. Where an Advance Payment against Order Confirmation is requested, this will be shown on the Invoice. Advance Payments should be made within 5 working days of the Order Confirmation being made, and are usually non-refundable. Failure to do so will mean that you risk losing your Guaranteed Hire. Balances are due one month before Event date.
24. A clearing service after the event is offered at a rate of £10.00 per person per hour.
25. Where necessary, adequate overnight security should be arranged by the hirer to prevent items being lost or damaged.