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Terms and Conditions

Effective 1st August 2011

Important - please read the following

These Terms and Conditions should be read and understood fully as they explain the obligations we have as a supplier and those you have as a hirer or purchaser.

Definitions

"We", "Us", "Our" means Beau Events, which is a trading style of RIGHT ATTITUDE LIMITED

"You", "Your", "Hirer", "Purchaser" means the person placing the Order with us

"Event", "Event Venue", "Hired Items", "Purchased Items" are details recorded on the Order relating to the place and date of the Event that you advise to us, and items hired or purchased from us.

"Order Deposit", means a non-refundable sum of £50.00 for Orders over £100.00

"Balance", means the amount remaining to be paid of the Total Order Value following payment of the Order Deposit.

"Total Order Value", means the total of the value of the order you place with us.

"Security Deposit" means a refundable security deposit to be paid with the Balance

"Order Confirmation" means your signed confirmation of the order you have placed

Placing an Order and Acceptance

Orders must be placed with us and fully paid for not less than one month before the date of the Event. However we reserve the right to vary this condition at our total discretion.

For Orders of less than £100, full payment is required at time of ordering.

For Orders over £100, an Order Deposit is payable at the time of placing the order.

Balance payments are due one month prior to the date of the Event. Without this payment we will not be able to finalise the Order.

Failure to make payment on time will result in the Order being cancelled.

Payment of the Order Deposit and/or the return of a signed Order Confirmation are deemed as the Hirer/Purchaser having read, understood and accepted these Terms and Conditions.

Minimum Order Values

There is no minimum Total Order Value.

Use of our Fitting Service is subject to a minimum fitting charge. However we reserve the right to vary this condition at our total discretion

Hired Items, including Hire Only and Fitting Service

All Hired Items remain the property of Beau Events.

All Hired Items are cleaned, laundered and checked prior to being dispatched to the Event Venue.

It is the responsibility of the Hirer to ensure that all booking information is correct and up to date. If any amendments are required please inform us immediately to allow us to update our records.

We will not accept responsibility for any difficulties that arise due to incorrect information being provided to us.

It is the Hirer's responsibility to inform us if the Event Venue is intending to change the style of chair between the Order being placed with us and the Event.

It is the responsibility of the Hirer to confirm final numbers with us one month before the Event. However we reserve the right to vary this condition at our total discretion

We can allow for slight last minute quantity adjustments subject to time and materials being available. We cannot guarantee that large

increases in order quantities can be catered for last minute.

The fee for Hired Items includes pre-delivery laundering, steaming, checking and packing, for up to 5 days hire. Additional hire periods are available at an extra charge. Please contact us for a quotation.

Hired Chair Cover Suitability

It is the responsibility of the Hirer to ensure that our hired Chair Covers are suitable and do fit the style of chair being used at the Event Venue.

On receipt of the Order Deposit we are happy to loan the Hirer a sample Chair Cover for a period of up to 10 days. This is to be used by the Hirer to check the suitability of the Chair Covers for the Event Venue's chairs.

If the Hirer has used our loan sample Chair Cover and found it to be unsuitable for the Event Venue's chairs we will cancel the Order and refund in full any Order Deposit already paid. This Order Deposit refund is subject to the sample Chair Cover being returned and the Order being cancelled at least one month prior to the Event.

In no other circumstances will the Order Deposit be refunded.

Intended Use

Please be aware that all of our products including Chair Covers and Sashes are intended for indoor use only.

Cancellation Policy for Hired Items

Cancellation of the Order by the Hirer within one month of the Event date will require full payment of the Order. However we reserve the right to vary this condition at our total discretion

If the Hirer cancels outside of this time no additional payment will be required but the non-refundable Order Deposit will be retained by us, subject to the Hired Chair Cover Suitability clause above.

Security Deposit for Hire items

A refundable Security Deposit is required to cover Hired Items being lost, stolen, damaged or permanently stained beyond fair wear and tear. Please ask your guests not to remove the items from the venue as missing items will be charged to you.

The Security Deposit will be returned promptly once we are in receipt of all the Hired Items and they have been checked and laundered by us.

Any deductions from the Security Deposit will be calculated by reference to the prices on our current Price List. Where not specified, the replacement charge for missing or unfairly damaged items will typically be at least four (4) times the hire price of the item.

The Security Deposit must be paid with the Balance one month prior to the Event.

In the event of the Security Deposit being insufficient to cover the cost of repair or replacement of damaged or lost items, the Hirer will be invoiced for the outstanding amount, and such invoice is payable within 7 days of receipt.

Fitting Service

Our Fitting Service is a professional service option available for Hired Items, consisting of pre-event checks and on-the-day activities.

Pre-Event confirmation of:

- Event logistics and requirements
- Venue access details and logistics (parking etc.)
- Venue access date and time for fitting (the "Fitting Day")
- order quantities
- colour for Chair Covers
- colour schemes and fabrics for Sashes, Swags and Table Runners
- tying method for Sashes
- any accessories required
- any additional services required

On the Fitting Day, service including:

- attendance by our trained team of specialist fitters
- installation of ordered Chair Covers
- installation of ordered Table Runners
- installation of ordered Swags
- installation of ordered Sashes using the Hirer's choice of tying method
- supply and fitting of necessary consumables (e.g. pins, clips etc)

When we arrive at the Event Venue on the Fitting Day, we require and expect the chairs and tables to be ready for dressing. We are not responsible for re-arranging furniture or laying the tables. We will only install the ordered Hired Items.

Once we have installed the Hired Items we will leave behind shipping boxes or bags for the Hired Items and then withdraw from the Event Venue to leave you to enjoy the Event.



The Fitting Service does not include undressing the Event Venue or packing of the Hired Items in the shipping boxes or bags. The Hirer must arrange to undress and remove all hired items into the shipping boxes or bags immediately after the Event, as per the clause "After the Event", below.

Delivery and Collection

There is a charge for delivery and collection.

These services include

- delivery of Hired Items to the Event Venue
- collection of all Hired Items after the Event by us or our courier
- our mileage costs for venues up to a radius of 30 miles from Reading, Berkshire

Consider that although a single sash or chair cover may fold down to quite a small and light weight size, if your order is typical in quantity then the overall package will be bulky and very heavy. Over 70kg per 100 covers and sashes is to be expected. Our vehicles are especially customised and insured to carry these items.

Alternatively You can choose to collect the items from us personally at no extra charge. For Hired Items You can choose to return them to us personally after the Event at no extra charge.

Contract couriers may be used for transit delivery and collection. Smaller orders may be sent by Royal Mail services.

Hired Items will be shipped in re-usable and returnable shipping boxes or bags.

Purchased Items will be shipped in packing suitable for one way delivery.

Every effort will be made by us to ensure that the Hired Items are dispatched in time for them to arrive safely and on time for your Event, according to information recorded on the Order.

We are not responsible for items lost or delayed in transit after we have dispatched them.

Distance Charge

For Event Venues located more than 30 miles from Reading, Berkshire, there will be a one-off

Distance Charge added to the Total Order Value, per mile for each mile beyond the first 30 miles.



For exact distance queries, the point of measurement is M4 Junction 11 (Reading Central, RG7 1GX) to the Event Venue by the quickest reasonable "Sat Nav" route.

Exceptional Parking and other Fees

We are sometimes required to pay exceptional fees, such as expensive parking fees and congestion charges, whilst delivering and collecting the hired items.

We will advise you as soon as practical as to the nature and cost of any exceptional fees and cross charge them to you at cost.

Images for marketing and promotional use

Beau Events loves to publicise beautiful venues decorated with our products. We will create and use images, photographs or videos of the Event Venue for promotional purposes unless otherwise advised by the Hirer.

After the Event

It is the responsibility for the Hirer to arrange with the Event Venue for the Sashes, Chair Covers, and all other Hired Items to be adequately packed into the shipping boxes or bags provided and to be ready for collection at the agreed date and time.

Sashes must be untied before removing them from the chair backs as pulling the covers off with the sashes still tied can result in damage.

When shipping boxes or bags are to be collected by the courier, failure to have them ready for collection at the agreed collection date and time will result in additional charges being paid by the Hirer.

General

Beau Events are not responsible for any injury or damage caused to individuals, however sustained, arising from goods purchased from us or on hire from us.