

THE HEIRLOOM

EVENT RENTALS · DESIGN · STYLING

TERMS & CONDITIONS

SH30 AWAKERI

WHAKATANE

WWW.THEHEIRLOOM.CO.NZ

By completing The Heirloom's booking form and paying the deposit or invoice in full you agree to our Terms and Conditions of hire and styling below:

PRICING

- * All prices on our pricelist exclude GST. GST is added after the sub-total on our quotations and invoices.
- * Our minimum order is \$20.00.

HIRE PERIOD

- * Standard period of hire is for 1 - 3 days and includes day before pick up after 12pm and day after return before 12pm. The period of hire may be extended to 5 days, without penalty at the discretion of The Heirloom.
- * A late return penalty fee of 10% per day for the first day, after that this will increase to 30% per day and will be deducted from the bond or charged to credit card if details are held. If hire items are not returned in time and this results in the items being un-available for another booking, the penalty will be the full hire cost of the item/s.
- * A 25% deposit is required to secure the hire date.
- * Full payment is required 14 days prior to the intended date of hire. Payment is to be made via bank transfer or cash.

BOND

- * A bond/damage deposit is included on the invoice. This is refunded when all hire items have been returned and checked for damage. The bond will be refunded when all hire items have been safely returned. You are responsible for all the items while they are in your possession. This includes damage, breakage and loss. Any items left at unattended premises remain your responsibility. Any damages will be paid from the bond. If damage/ loss is greater than the bond the hirer will pay the balance.
- * Alternatively, The Heirloom can hold your Visa/MasterCard Credit Card details on file and place a hold for the amount of the bond. Your card will not be charged unless there is damage / loss. Card details will be destroyed once order has been completed.
- * For smaller orders i.e. less than \$100.00, the bond charged may be equivalent to the replacement value of the items hired.
- * If part of a set (e.g. part of a trio or cake stand) is damaged, you are liable for the replacement cost of the whole set. Please see our Wash-up and Care Instructions below.

Refunds of bonds into international bank accounts will incur a bank fee, this bank fee will be taken from the bond - alternatively we are happy to provide a cash refund of the bond. Please let us know if you require this option.

CONDITION OF GOODS, WASH-UP & CLEANING

- * We check & inspect all goods before they are dispatched & when they are returned. In the event of any damage in transit, please notify us & we will do our best to replace the item. We understand that accidents happen, any damaged or broken items will be charged at the cost to buy a replacement plus any applicable postage costs. Please return your goods in the state you found them and with all the packaging.
- * Vintage china is fragile and more easily damaged than modern china so please take care when handling.
- * Please rinse the china (especially cups and teapots) carefully in luke-warm water, to avoid permanent staining. Please remove any food scraps from china and glassware prior to return.

*Unless you have made other arrangements with us, please hand wash dishes in mild detergent and luke-warm water, and repack them in the manner they were received. We are happy to wash dishes for you after your event, please enquire about our wash up charges.

*The Heirloom prefers to launder its own linen, as special items require special treatment. Linen must not be washed in warm or hot water or tumble dried. Where vintage linen has been stained and requires more than a standard wash (i.e. soaking and additional treatment), an additional laundering charge will be incurred.

*Please remove all food scraps from linen before bagging them.

* Linens must be kept dry. The Client will be charged for mildew resulting from poor handling and storage.

* Please note that candlewax spills on linen usually cannot be successfully removed, so larger spills will incur a replacement charge, if attempts to remove it are unsuccessful.

** Please DO NOT put any of our items in the microwave, oven or dishwasher **

All packaging, bubble wrap, crates & boxes need to be returned with your order.

DELIVERY & COLLECTION

*Delivery & collection costs will vary. Picking-up your own items incurs no charge. Pick up point is Twelfth Ave, Tauranga or Welcome Bay, Tauranga by special arrangement. Delivery of smaller orders, i.e. a car-load, in the Tauranga urban area incur a \$10.00

delivery charge. If you require delivery outside of this area or for larger items, please contact us for a price.

Costs depend on the volume and distance. Un-arranged collection of hire items due to non return or you being unable to return will result in a travel charge of 0.77cents per km. This cost will be deducted from the bond and/or charged to the customer.

*All items will be checked against the booking form on collection/delivery to make sure everything is present & in good condition.

PAYMENT & DEPOSIT

*We require a 25% deposit to secure your booking, for bookings over \$100 with the balance paid 10 working days (two weeks) before your event. Bookings under \$100 require full payment at time of booking.

*Booking deposit for styling at set up is \$500 including GST.

*See cancellation policy below – this applies to deposits and final invoices.

*Please note that the busy wedding season of December – April books up fast.

*Payment can be made by internet transfer, cash, credit card payable to The Heirloom. Bank account details are on the invoice.

*Payments using credit cards will incur a 3% surcharge to cover additional card fees charged by the bank.

If you are paying from an overseas bank account – please ensure you pay the extra fee for international bank transfers. If this is not paid, any fees having to be paid by The Heirloom will be taken from the bond to cover this.

CANCELLATION POLICY

*Please advise us of all cancellations as soon as you possibly can.

* Cancellations must be made in writing. In event of cancellation, your deposit will be may be refunded as per below schedule:

– Cancellations between 200 – 100 days before intended date of hire = 40% refund of deposit

– Cancellation 99 days or less before intended day of hire = 0% refund of deposit.

*Administration charges may apply for any cancelled bookings that have either been paid in full or for which we have received a deposit – this will be 30% of the total amount received, or in the case of styling/set-up, where designing, planning and sourcing of products is involved, the charge will reflect the time and costs incurred as at the date of cancellation.

STYLING, DESIGN, SET-UP PLANNING TERMS OF SERVICE

*The first meeting where we discuss your requirements and any ideas you have is free of charge (usually one and a half hours is enough). To secure a booking for your date we charge a \$300.00 booking fee including GST. Depending on how much planning, designing and resourcing we do over the course of later discussions

this fee covers the time involved. If you have a clear idea of what you want and there little for us to do in terms of designing and planning, the booking deposit or part thereof comes off the final invoice.

*We do not charge for the last meeting where we meet to finalise everything just before the event.

FLORAL WORK

*If during the hire period, the Client moves, adjusts, rearranges or removes floral displays installed by The Heirloom, The Heirloom accepts no liability whatsoever for any loss, damage or injury sustained by the Client, or any other parties resulting from such activities.

*Flowers and fresh botanicals quoted and supplied by The Heirloom are seasonal and subject to the vagaries of nature and occasionally may not be available. Therefore The Heirloom cannot guarantee that the products ordered will in fact be to the exact specification requested.

*The Heirloom will always endeavor to meet the Client's specification for floral work but accepts no liability for losses where this is not possible due to weather, transport, handling or other factors beyond our control.

* We recommend that the Client discusses alternatives with us at the time of quoting and ordering for the event to cover such an eventuality.

GENERAL

*When contracting with CJ Assink & SM Schwass Partnership (T/A The Heirloom), the hirer or purchaser of goods and services, hereinafter referred to as the "Client", agrees to hire "Hire Items" and use services subject to the following conditions:

*Completion of the booking form and/or payment of the booking fee to The Heirloom confirms that the Client accepts of the terms and conditions of this agreement, thereby confirming the Clients order. The bond will be returned to the Client after the safe return of all hire items and after inspection by The Heirloom. In case of loss or damage, The Heirloom will deduct from the bond the amount needed to replace lost or damaged items. If the loss or damage exceeds the amount of the bond, The Client agrees to pay the additional costs charged by The Heirloom for these losses and damages. The Heirloom may also deduct fees for late return of the hired items either in addition to the hire charged or from the bond. A deposit as invoiced, may be required to be paid to The Heirloom or a signed copy of the booking form, confirms acceptance of the terms and conditions of this agreement, thereby confirming the Clients order. No order will be collected or delivered by The Heirloom until all payments have been received in full. Special Care items such as vintage china, glassware, linen and delicate and fragile items require special handling to avoid damage. Special attention needs to be paid to repackaging for safe return to avoid chipping, scratching and breakage. Please treat our products as you would your own and follow all specific packaging instructions carefully to avoid loss and damage that may be charged for.

*Amendments to this agreement may be made by way of mutual agreement and confirmed in writing up to 2 weeks prior to the event date without penalty charges.

Images provided to the Client by The Heirloom are protected by copyright and are the property of The Heirloom and may not be used, copied, published or distributed without the express consent of The Heirloom. Please fill in the form below and return to The Heirloom.

Terms and Conditions are subject to change at any time.

THE HEIRLOOM

EVENT RENTALS · DESIGN · STYLING