

HIRE TERMS & CONDITIONS

The small print! We know that this might not be the most interesting bit to read, but we hope that this sets out clearly our obligations to you as well as the conditions required when booking our décor hire and styling services. Please make sure you have read the Terms & Conditions before making your booking.



Placing an order with us verbally, by phone, Internet or any other method of communication constitutes you having read, understood and agreed to the following terms and conditions.

- **MAKING A BOOKING:** Bookings must be submitted via the completion of a Wedding Library Booking Form, available on request. When we send you a Booking Form we will 'hold' your wedding or event date and the items you have requested provisionally for **14 days** to give you time to formalise your booking by returning the completed & signed form with your deposit payment. If we do not hear from you within 14 days, we reserve the right to release your provisional reservation. Should you require additional time to confirm a booking, please email: info@theweddinglibrary.co.uk and we will endeavour to assist.
- **DELIVERY:** Local delivery in person by a Wedding Library representative(s), within a 25-mile radius of Dorchester, DT1. We are very happy to deliver further afield within Dorset, Somerset & Hampshire for an additional mileage charge of £0.50p/mile.
- **STAFFING:** Should your venue be in excess of 25 miles from Dorchester, DT1, we reserve the right to levy a small charge to cover additional staffing costs incurred travelling to/from your event, at a rate of £20/person. In the event that this is necessary, we will always inform you at the point of booking and confirm the total amount payable on your Booking Form.
- **SET-UP & COLLECTION TIMES:** Delivery of your chosen items will take place either the day before or on the day of your event. Collection will take place on the night of your event or the following morning from 09:00am. We will make every effort to deliver and collect your order at times agreed with you /your venue, subject to our availability. Delivery and collection times will be confirmed no later than 7 days before your event. Please note, we reserve the right to collect hired items after midnight if required following your event, as products may/could be needed for re-hire within a short space of time. In these circumstances we will notify you accordingly.

- **VENUE CONSULTATIONS:** A venue consultation is included free of charge within a 25-mile radius of Dorchester, DT1. We are very happy to provide consultations further afield within Dorset, Somerset & Hampshire for an additional mileage charge of £0.50p/mile.
- **SET-UP OF WEDDING LIBRARY DÉCOR:** We will agree set-up of décor with you/your venue in advance of your wedding day. Should you choose to move individual items on the day, after set-up, please note **you do so at your own risk**. The Wedding Library will not accept liability for Theft, Fire, Accidental Damage, Loss, Personal Injury & Public Liability arising in this instance.
- **INCLEMENT WEATHER:** It is your responsibility as the Hirer to ensure that a plan is in place for inclement weather. In wet or windy weather (or if forecast on the day of your wedding) we will not be able to style outside for you and in this instance, we will always try to accommodate the items you have chosen inside your venue. A refund will not be issued if inclement weather conditions prevent us from styling outside for you, and you do not have a wet-weather plan in place.
- **ROOM TURNAROUND FROM CEREMONY TO RECEPTION:** Prices quoted **do not include staff remaining on site on the day of your wedding to effect a room turnaround**. Should this be required (for example in inclement weather), an additional charge of £200 will be charged. **This service is subject to availability and must be booked in advance of the day.**
- **HIRE PERIOD:** Items are hired for a period of 24hours; however we can be flexible on this at our own discretion. If you wish to arrange an extended hire, or hold hired goods for longer than the contracted 24hour period, please contact us in advance to check availability of the products and to confirm if applicable, the costs for the extended hire.
- **ALL-INCLUSIVE WEDDING PACKAGE ITEM CHOICES:** Item choices made as part of our All-Inclusive Wedding Package, must be confirmed within eight weeks of your wedding date. This is to ensure that we can prepare your items and make all necessary arrangements for your celebration, in good time before your wedding date.
- **SUBSTITUTION OF ITEMS:** The Wedding Library warrant to deliver all goods in excellent condition. We reserve the right to choose an appropriate replacement to a specified item, in the unlikely event that the necessity should arise. Any necessary substitution will be communicated to you prior to the date of your event.
- **ALLERGIES & SPECIAL DIETARY REQUIREMENTS – CANDY CART HIRE:** When you book our candy cart with sweets it is not possible to specify a selection. We always make sure that the cart is really well stocked with well-known candy available from a range of popular suppliers including Rowntrees, Haribo, Swizzles and Maoam. **If your guests have allergies or particular dietary requirements, we ask that you select the dry-hire option and purchase your own candy** (we are very happy to add your candy to the cart for you on the day of set-

up). The Wedding Library will not assume any liability for adverse reactions for confectionary consumed.

- **ALLERGIES & SPECIAL DIETARY REQUIREMENTS – DOUGHNUTS:** Our iced ring doughnuts contain wheat, soya and milk. They may also contain peanuts, nuts, milk, sesame, egg and other allergens. We cannot guarantee a total absence of these allergens in the baked goods we supply on your behalf (we are very happy to provide a full list of ingredients on request). If your guests have allergies or particular dietary requirements, we ask that you select the dry-hire option and add your own doughnuts to the board. The Wedding Library will not assume any liability for adverse reactions for food consumed.
- **PAYMENT METHODS:** Our preferred method of payment is by bank transfer (BACS). Payment details are included with your Booking Form.
- **DEPOSIT:** All goods hired will require a 50% non-refundable deposit at the time of the booking to secure the order for your wedding or event.
- **BALANCE OF PAYMENT:** The balance of the complete cost of hire is due for payment no less than 4 weeks prior to your event. If the balance of payment is not received, we reserve the right to withdraw our acceptance of your order. Delivery will not be made without receipt of the full balance & Breakage Waiver Deposit if applicable.

If the required delivery date is within four weeks of placing your order, full payment will be required.

- **BREAKAGE & SECURITY WAIVER:** A Breakage & Security Waiver of £50.00 is required on all bookings in excess of £250. The amount due will be payable with the balance payment, no less than four weeks prior to the date of your event. This is held as a deposit in the event that goods are lost or damaged during your period of hire. The deposit is fully refundable on the safe and prompt return of goods under hire (within seven days). Replacement fees will be levied for all items hired or loaned that are missing or damaged and considered unusable by the company. Prices for individual items will be supplied on request. In the event of severe damage or loss of hired goods exceeding the £50.00 Waiver, we reserve the right to charge you for the full replacement value. Substitute items will not be accepted.
- **UNUSED ITEMS:** No refunds or credits will be issued for any items that are returned unused.
- **CANCELLATION:** If for any reason you wish to cancel your order, please confirm your cancellation in writing. Upon receipt of your cancellation notice, charges will be as follows:
 - **Cancellations within 7 days of the contracted date of hire:** Charged at 100% of the balance owing on the contract price.
 - **Cancellations made less than 4 weeks prior to the contracted date of hire:** Charged at 50% of the balance owing on the contract price.

- **Cancellations made more than 4 weeks prior to the contracted date of hire:** A cancellation fee will not be levied. However, the 50% deposit is non-refundable.
- **Cancellation of Items hired in addition to our All-inclusive Package:** If for any reason you wish to cancel additional items hired at a discounted rate alongside our All-inclusive Package, the above cancellation charges will be applicable at the full individual item hire price. For example, if you contract to hire our LOVE Letters alongside your Wedding Package at a reduced price of £75 and subsequently cancel them, charges will be levied on the full hire price of £100.
- **Cancellation by The Wedding Library:** We reserve the right to cancel your booking in part or in whole in the following circumstances:
 - Failure of the Hirer to meet the Terms & Conditions laid down in this form. In this instance, your date will not be transferable, and refunds will not be issued in respect of your deposit or any payments made prior to the event.
 - In the event of exceptional circumstances beyond our control, which may jeopardise the safety of our staff such as terrorism, a crime incident, or forces of nature such as earthquakes, flooding or extreme weather conditions such as snow or ice.
 - If your venue is closed on the day of your event due to circumstances beyond our control. In this instance, refunds will not be issued in respect of your deposit or any payments made prior to the event.
- **POSTPONEMENT OF YOUR EVENT:**
 - **Postponement due to Government Restrictions:** Should you need to postpone your wedding as a result of government-imposed restrictions (i.e. Covid) and we are unable to re-accommodate your new wedding date, we will refund your deposit in full.
 - **Postponement for Personal Reasons:** Should you wish to postpone your wedding or event for personal reasons, bookings are transferable by you to another date within 12 months of the original booking (subject to our availability). In the event that we are unavailable to assist on your revised date due to a prior booking or commitment, a refund will not be issued for your initial deposit. For any bookings postponed, please note that prices quoted for the original date are subject to change and a new quote/invoice may need to be reissued.
- **LIABILITIES & INSURANCE:**
 - It is a condition of hire that you arrange sufficient wedding or events insurance cover to provide for the risks of Theft, Fire, Accidental Damage, Loss, Personal Injury & Public Liability. The Hirer will indemnify The Wedding Library against all claims for the said risks.

- Once set-up and styled at your venue, or in your possession, hired goods shall remain your responsibility as the Hirer at all times.
- The Hirer shall satisfy him/herself of the suitability, condition and placement of the equipment upon receipt, set-up and styling.
- The Wedding Library or any of their employees shall not be liable in respect of damage, injury or loss incurred in respect of this hire, as a result of any defect or damage to the items caused whilst in your care. It is solely the responsibility of the Hirer to ensure that adequate health, safety and adult supervision is provided at all times to anyone using our equipment.
- Caution should be exercised in particular with the use of candles. The Wedding Library only provide battery flameless candles and shall not be liable for any damage, injury or loss caused as a result of the Hirer's substituting real flame candles for those provided.
- Permission should be sought from the venue as to the suitability of all items hired.

- **PRIVACY POLICY:**

- The Wedding Library treats any personal information you provide in accordance with the provisions of the data protection act of 1998 and will only use the information you supply via this website to contact you in connection with services provided and/or to respond to requests you have made to provide any desired information.
- Use of the Wedding Library website does not require you to disclose any personal information unless you make an enquiry or contact us directly via email.
- The Wedding Library does not sell, trade or rent your information to third parties.
- As part of our service, we may sometimes take pictures prior to your event which may be used for our marketing purposes. If you would prefer us not to share images we take of decor and styling, please let us know at point of booking. We will not include images of your wedding party, guests or Bride and Groom etc. without seeking your prior permission.

COMPLAINTS AND DISPUTES

- We fully anticipate that you will be delighted with our services, but if you have any complaints or concerns, in the first instance you should raise them with us in writing via email within 7 days of the date of the event. We shall try to resolve any disputes with you quickly, efficiently and fairly.

- In the event of a dispute between us, you and we agree not to engage in any conduct or communications, including on social media, designed to disparage either party or our products and services.
- If we are unable to resolve a dispute using our internal complaints procedure, the relevant courts of England will have exclusive jurisdiction in relation to this contract, and the laws of England will apply to this contract.