

Valerie's Vintage

Terms and Conditions of Hire

By placing an order with Valerie's Vintage, you agree to the following terms and conditions:

The Collection

The items in the collection are in good vintage condition, which means they may display minor irregularities under the glaze or a small amount of wear to the gilt/pattern commensurate with age. Valerie's Vintage reserves the right to supply a small number of contemporary pieces considered appropriate to a vintage theme.

Viewing Opportunity

We are unable to guarantee specific colours or sizes but if you would like to arrange a visit to view the crockery and select specific items, this can be arranged by prior appointment. This service is available at a cost of £40.00. If you subsequently hire the crockery, £25 will be deducted from the balance.

Hire Period

The standard hire period for crockery and accessories will be 1- 4 days. Any extension to the hire period can be arranged with Valerie's Vintage and the customer will be charged extra at a pro rata rate. Please ask for a quotation for longer periods of hire. Our minimum order for china only and mixed china and accessories/games orders is £125. Our minimum order for games and accessories is £100.

Terms of Payment

Please see the Prices page for item hire charges.

A non-refundable deposit of 30% of the total hire charge will be required to secure your order at the point of booking. This secures all the items you have specified on your order. Please only book items that you need. The final, non-refundable balance must be paid 21 days prior to your event. This final balance must have cleared ten working days prior to your event.

If an event is arranged at really short notice, then we will require payment in cash on delivery or collection.

Liability and Insurance

Valerie's Vintage cannot accept any responsibility for injury caused to persons or damage to property involving items hired from us. During the hire period the hirer takes full responsibility for all items until they have been accepted back into the possession of Valerie's Vintage.

Insurance against damage or breakage, loss or theft is the responsibility of the hirer.

Delivery and Collection

Delivery and collection will be charged at 0.45p per mile. Remember that we will need to return to base each time but we do not charge all of this to our customers.

The customer will be provided with an item inventory checklist when the goods are delivered/collected which they will be asked to sign when satisfied that there are no shortages or damaged items. If there is no one available to check the items, the order will be deemed to have been collected/delivered in a clean and undamaged condition.

When returning the crockery to Valerie's Vintage, it should be properly packed as found. If it is felt that the crockery is not safe for transit and has to be re-packed, this will incur an additional charge of 10% of the total cost of hire. Please use the packaging supplied.

Equipment not returned on the due date will be charged at twice the daily rate for each additional day.

A returnable damage deposit is required with the final balance, as follows:

- Total hire charge up to £100 – deposit £50
- Total hire charge up to £200 – deposit £100
- Total hire charge up to £300 – deposit £150
- Total hire charge over £300 – deposit £200

This will be held by Valerie's Vintage until the inventory has been returned and checked.

A deduction of £5 will be made for any cup, saucer, tea plate, small jug, sugar bowl or bud vase broken, chipped or missing or for any missing cutlery item.

£25 will be charged if a serving plate, cake-stand, teapot or large jug is chipped or broken.

If table linens are returned unreasonably soiled we will charge for replacement as follows: Plain table cloths: all sizes £15
Hand-embroidered tablecloths, all sizes £25

Please ask for replacement costs for all other items.

Please ask your caterer to keep any damaged or broken items so that we can easily identify what is missing from the inventory.

The damage deposit will be returned to the hirer by post within 10 days of the hire period either in full, or with any deductions made for damaged items. If damages exceed the deposit, the hirer agrees to pay the excess within 10 working days of the hire period.

Washing-up Service

All our crockery is high-quality bone china and as such is more fragile than commercial catering crockery and it is your responsibility to inform your caterer/venue of this to ensure minimal breakages. If it is being re-used during the hire period, please wash it carefully **by hand** and take extra care when handling, stacking, and re-packing.

Because of the delicate nature of our collection, we prefer to wash all items that have been hired by you, at no extra charge, but you will need to ensure that no food deposits are left on the crockery or cutlery.

Please ensure that no traditional garden games are left out in the rain.

Cancellation

If the customer wishes to cancel the order, this must be notified to Valerie's Vintage in writing or by email. The customer will lose their 30% hire charge deposit and the following charges will apply:

<u>Notice given prior to event date</u>	<u>Charge</u>
30 days or more	No additional charge
Between 21-29 days	50% of balance due
Under 21 days	No refund

A contact phone number is needed so that we can get in touch in case there is a problem with your order. When we receive your order, we will provide you with a confirmation email.

We reserve the right to change these Terms and Conditions at any time.