

**POPPY GREENS  
HIRE TERMS & CONDITIONS**

**HIRE PERIOD**

The hire period is 1-4 days subject to contract.

A charge of 1.5 times the hire rate will be made for periods exceeding this timescale unless agreed in writing beforehand with Poppy Greens.

Our minimum hire vale is £50.00, excluding delivery and/or collection and washing up service.

**PAYMENT**

A non-refundable deposit of 50% of the total value of the hire is required on confirmation of the booking, together with a copy of the hire terms and conditions signed by the Hirer.

Quotations are subject to availability until confirmation of the booking.

The balance of payment is required 30 days prior to the event together with a separate cheque in respect of the breakage deposit. The breakage deposit cheque required is £250, or 25% of the total hire charge, whichever is the greater.

Proof of identification is also required by means of a current driving licence or passport, and recent utility bill.

Please note that goods will not be released for hire without proof of identification.

The breakage deposit will be refunded within 7 days of return/collection of the hire goods less any payment due as a result of loss or damage.

In the event that loss or damage exceeds the damage deposit, a separate invoice will be issued for the full replacement cost and immediate payment is required.

If the balance payment is not received 30 days prior to the event, Poppy Greens reserves the right to cancel the booking.

We regret that refunds will not be made for reduced orders once the final payment has been received.

Payment can be made either by cheque, bank transfer or Paypal\* (\*charges may apply).

**DELIVERY/COLLECTION**

We will delivery within a 50 mile radius of our premises in Meare, Somerset.

Delivery charges will be £25.00 plus 60p per mile each way.

*Example: Our premises to venue – 10 miles.*

*Delivery cost will be £25.00 plus £6 to venue and £6 return journey.*

*Total delivery cost will be £37.00*

*Total collection cost will be £37.00*

Distance is calculated using the Automobile Association Route Planner.

Delivery and collection times are to be agreed between Poppy Greens and the Hirer and between the hours of 8am – 6pm. Poppy Green's will not be liable for any delays caused by circumstances beyond our control.

Delivery/collection will be to/from ground floor only, and within 10 metres of vehicular access. The Hirer will be responsible for collecting and returning all hire items to this point. Under no circumstances will hire items be left at unattended premises.

Collection/returns can be made to/from our premises in Meare, at no extra cost.

**RESPONSIBILITY OF THE HIRER**

The Hirer is solely responsible for the safe keeping and protection of all goods and packaging on hire as from the date and time of delivery or collection from us, until all goods are returned to us or collected by us, at the end of the hire period.

It is the Hirer's responsibility to ensure that the hire goods are fully covered by their own insurance with regard to loss, breakages, damages, theft or vandalism and public liability, as full charges will be made for damaged or missing goods, should the situation arise.

All goods are to be inspected, checked against the order, and signed for by the hirer on receipt.

No discrepancies or faults will be accepted unless notified within 24 hours of the start of the hire period.

The contract is between Poppy Greens and the Hirer, and hire goods are not to be used by any other third party.

**CARE OF HIRE GOODS – WASHING & PACKING**

Vintage china is a lot more fragile than today's equivalent and is more easily prone to damage. Extra care is therefore required when handling and packing.

Our china is NOT dishwasher proof and irreversible damage will be caused to gilt edges etc. if these items are washed in a dishwasher.

If it is agreed that the Hirer will wash the hire items, please ensure that they are hand washed carefully, in warm soapy water, rinsed, and dry thoroughly before packing.

Please pack the hire goods carefully and adequately in the same manner as received, and in the same packaging and containers. If the hire goods are not cleaned or packed correctly and/or are not available for collection at the agreed time and date, an additional charge will be made accordingly.

If it is agreed that the items will be returned to Poppy Greens unwashed, please ensure that and food residue is carefully removed and items are packed carefully, as for washed items.

An additional charge of 20% of the hire costs will apply if the items are returned unwashed.

**RESPONSIBILITY OF THE COMPANY**

Poppy Greens agrees to hire the goods to the Hirer for a period of time stated in the contract.

All hire goods including packing containers, shall at all times remain the sole property of Poppy Greens.

The china will be supplied in good vintage condition, in an assorted mix of colours, patterns and sizes. We will endeavour to work within your colour scheme, but no guarantee will be made, and we reserve the right to substitute goods should the original goods ordered not be available due to circumstances beyond our control. Requests for additional items added to the order, once the initial order has been placed will be provided subject to availability, but cannot be guaranteed.

All items dispatched from us will be clean and ready to use for the purpose they are intended for, and will be free of chips and cracks.

The majority of our china is between 50 and 100 years old, and is no longer mass produced. Please be aware that any vintage china will have been pre-owned and used, and a certain amount of wear and tear must be expected. Gilt edging is prone to rubbing and silver plate becomes slightly worn with age and polishing.

**DISCLAIMER**

Goods are hired under the Hirers responsibility, and Poppy Greens accepts no responsibility or liability for any damage or injury caused by the items hired, however caused. We will not accept liability for any claims that arise from any event concerning or involving items hired by Poppy Greens under any circumstances.

**CANCELLATION**

Cancellation must be made in writing only.

In the event of cancellation of the contract, the following charges will apply:-

The 50% deposit paid is not refundable - no additional charge will be made if the contract is cancelled up to 30 days of the event date.

75% of the hire cost will become due if the contract is cancelled between 30 and 14 days of the event date.

100% of hire costs will become due if the contract is cancelled within 14 days of the event date.

**LOSS OR DAMAGE**

All items damaged, cracked, chipped, broken or missing must be identified and reported by the Hirer when the goods are collected by us or returned to us.

We will check the returned items and the Hirer will be informed of any damaged items that have not already been reported to us within 72 hours.

Items other than supplied by Poppy Greens will not be accepted as substitute or replacement items.

All items that are returned to Poppy Greens that do not belong to us, will be notified to the hirer. If collection is not made within 21 days Poppy Greens reserve the right to dispose of these goods.

**REPLACEMENT COSTS**

The hire charge represents a fraction of the value of the hired goods. Replacement costs will be charged at 7 times the hire cost per item.

**END (2010)**

**ACCEPTANCE OF TERMS & CONDITIONS**

I confirm that I have read, understood, and agree to be bound by the above terms and conditions.

Signature of Hirer: .....

Name of Hirer: .....

Address: .....

Postcode: .....

Tel: .....

Mobile: .....

Email: .....