

Enfield Events Hire - Terms and Conditions of Hire

By booking our services, you agree to adhere to the following terms and conditions:

1. General

- 'EEH' in these terms refers to Enfield Events Hire.
- The 'Hirer' is any person or company that rents or has agreed to rent goods from EEH.
- 'Goods or equipment' refers to the items supplied by Enfield Events Hire in accordance with its standard Terms and Conditions of hire.

2. Acceptance of Conditions

- By accepting the goods on hire, you agree to our Conditions of Hire by signing the agreement provided below.

3. Retention of Title

- All goods remain the property of EEH. The customer agrees not to sell, offer to sell, assign, charge, pledge, sublet, lend or otherwise deal with the products without prior agreement from EEH.

4. Booking

We recommend placing your order early to avoid any inconvenience. Availability is guaranteed only upon payment of a booking fee.

- A non-refundable booking fee of 30% or more of the total invoice is required to secure your reservation and will be deducted from the final amount. Please bring a copy of your ID showing your address. Fees apply for any damaged items and late returns.
- Bank Details: Account Name: Enfield Events Hire. Account Number: 67254708 Sort Code: 04-00-03.
- Deposits can be paid via cash, bank transfer or card payment.
- Once the initial payment is made, work will commence on your order. A 25% surcharge on the item costs will be applied if you reduce your order less than 7 days before the event.
- Quotes are valid for no more than 7 days. They may be withdrawn at any time. Only written quotes from our representative may be honoured; telephone and other quotes and prices for services may be dismissed at our discretion.
- It is the responsibility of the customer to ensure all relevant details of the order including, but not limited to, any requirements of the venue for delivery and collection are relayed to EEH at the point of booking. Any additional goods or services added later on may incur additional charges and are subject to availability.

5. Booking Confirmation

- Payment of the deposit confirms your booking. Your invoice will be sent by our team within 24-72 business hours. For last-minute requests, please call us before placing an order to ensure item availability.
- All bookings require a refundable deposit to be held by EEH against damages, loss and cancellation unless otherwise agreed.
- EEH reserves the right to retain part or all of the deposit paid to cover loss, damage or cancellation. EEH reserves the right to not leave goods with the customer, if on delivery it is apparent the goods will not be kept safely or securely.
- Late returns of goods will incur full relevant hire fees, plus any costs incurred due to subsequent interference with any other orders.

6. Day of Event

- We are unable to stack, un-stack or arrange equipment at your venue. Please ensure these arrangements are made before our arrival.

7. Hire Period

- All hired items are quoted on a one-day (24-hour) hire basis. With prior permission, you may collect the items the night before the event and return them on the agreed day.
- Extended hire must be pre-booked, and additional charges will apply.

8. Care of Hired Items

The Customer agrees to:

- Not remove labels from, or interfere with, the Hire Goods, their mechanisms or any parts and handle the Hire Goods with reasonable care, using them safely and according to provided instructions.
- Immediately notify us of any breakdown, loss or damage to the Hire Goods.
- Take adequate measures to protect the Hire Goods from theft, damage or other risks.
- Inform us of any change in address and provide details of the Hire Goods' location upon request.
- Allow us or the Supplier to inspect the Hire Goods with reasonable notice.
- Keep the Hire Goods in their possession and control, and not remove them from the country without prior written consent.
- Be responsible for any required testing, examinations, and checks as mandated by legislation, best practices or operating instructions, unless otherwise agreed.
- Not invalidate any insurance policy related to the Hire Goods.
- Cease using damaged Hire Goods and report any accidents involving damage to us immediately.
- Ensure proper use of fuel, oil and electricity, have installations done by qualified personnel and comply

with applicable legislation.

- Ensure that employees, agents or contractors operating the Hire Goods are adequately qualified and trained.
- Return the Hire Goods in good working order, clean and with all relevant documents. Fees will be imposed if items are returned in an unclean condition.

9. Cover Loss or Damage of Hired Equipment

- The Customer is fully responsible for any loss or damage to the hire products from delivery/collection until they are returned.
- The charge for loss or damage will be the cost of replacing the equipment with new stock.
- We recommend obtaining your insurance to cover such instances.

10. Damage Deposit

- Prior to hiring our goods, we require a loss/damage deposit, which will be returned upon the undamaged return of all hired items.

11. Payment for Damaged or Missing Items

- By accepting the booking form, you authorise us to deduct the replacement cost of any missing/damaged items from your security deposit.
- We will notify you of any missing/damaged items before deducting their replacement value from the security deposit.
- Any heated appliances such as ovens or outdoor heaters must be kept at least 2 metres away from EEH's Marquee/ Gazebo Walls. Any open fires including barbeques must be kept 5 metres away from EEH's Marquee/ Gazebo. All catering goods such as crockery, cutlery, serveware and glassware are to be returned unsoiled. This means no large chunks of food or large amounts of liquid/sauce left on the items upon return. It is strongly advised to do a quick rinse before return or additional cleaning charges may apply.
- Although EEH are more than happy to help guide you in planning your event, EEH takes no responsibility for the measurements and specifications of a venue. Nor can EEH make any guarantees that all or some of EEH's goods will meet the specifications of a required area. It is the customer's responsibility to ensure that the stock hired from EEH will fit in the required area. EEH's stock measurements are available upon request. The customer is responsible to ensure all goods are to be returned in a clean and dry condition. Items such as linen or seats can easily be damaged by mildew, burns and candle wax. Any items that are returned in a condition that can no longer be cleaned or repaired to the condition in which EEH delivered in, full replacements costs may be charged.
- If missing items are found and returned in good condition, a refund will be issued. No substitute items will be accepted.
- If there is an outstanding balance once the order has been off-hired, it must be paid within 7 days of the invoice date. If you paid your initial hire charge by debit or credit card, you agree that any outstanding balance will be charged to your card if payment is not received within 7 days.

12. Payment

- Booking payments can be made in person or via invoice bank transfer.
- COMING SOON: Full payment is required at the time of booking through our website. Please verify item availability before making payment or reservation.
- For bookings via invoice, a 30% deposit is required via bank transfer to reserve the item. An invoice will be issued for the deposit, and the remaining balance must be settled before collection or delivery prior to your event date. Any changes to the booking are subject to availability, and replacement items will be charged at the regular price without discounts.
- Once the invoice is paid, refunds cannot be issued for any items no longer required. However, exchanges can be made subject to stock availability.
- Bookings made within 24 hours of the event date are subject to late booking fees starting at
- £50.00. A fee of 50% of the item cost will be applied for any reduction in items after the reservation payment has been made, as these items were secured for you, resulting in lost bookings for others.

13. Cancellation

- Upon receipt of the deposit payment, items and dates are secured solely for your event and work is immediately carried out. Cancellations must be made by phone and in writing via email to sales@enfieldeventshire.co.uk. We will send you a confirmation of cancellation; if you do not receive a reply, it means we have not received your cancellation request. **No refund will be issued as other bookings may have been lost due to your reservation.** 0% of the hire charge is refunded if orders are cancelled within 10 days of the hire event date as they may have resulted in a booking being lost. EEH will refund delivery/collection costs at its discretion. This cancellation policy also applies to orders placed within this period.
- EEH reserves the right to cancel at any time. (This would only occur in extreme circumstances, eg. weather etc is a very rare occurrence and something EEH will do its best to avoid).

14. Changes to Order

- You may make changes to your order up to 2 weeks before the event. Significant changes may affect the original quote you received. Additional items can be added if they are in stock. No further discounts will be applied where applicable.

15. Discrepancies

- If there are any discrepancies with your order, you must notify us immediately (within 1 hour of receipt of goods or services).
- Deposit refunds are usually issued by the same means the funds are taken.
- EEH aims to process all refunds within 10 working days of the end of hire, though EEH cannot guarantee the time it takes to receive the money due to processing times at banks etc.
- EEH will not refund any more than the value of a particular item if either proven to be faulty or not received. EEH does not take responsibility for any additional costs or loss of earnings incurred to a customer.
- During a “set-up” customers are advised to stick to the agreed plan. A “set-up” is a service that is only to be done once per ordered time. If the customer is not happy with the plan upon completion, depending on other commitments EEH may refuse to spend additional time on site amending the “set-up”. EEH may also charge for any additional labour time spent on site if the plan changes or EEH are obstructed from setting up.

16. Delivery/Collection

- If you are unable to pick up the hired items, you may require a delivery service. Delivery is available within Enfield and surrounding areas starting from £40.00, depending on your location. You are responsible for picking up the items from our vehicle and providing all necessary parking permits, etc. We do not unload into your property or in high street/double yellow parking areas.
- The customer is responsible for providing adequate legal parking for EEH vehicles for the whole duration of time needed for EEH's staff to safely complete delivery or collection for the order. Failure to provide adequate and legal parking may result in refusal of delivery or collection. No refunds will be given to a refused delivery. Redelivery and recollection costs maybe applicable if the service is still required thereafter.
- Any parking tickets, fines or additional costs incurred by EEH due to a customer’s failure to provide adequate legal parking will be passed on to the customer. EEH reserve the right to deduct this amount from the refundable security deposit.
- It is the customer’s responsibility to book an appropriate arrival time for both delivery and collection. Waiting time charges may apply if EEH are in any way held or postponed from delivering or collecting from the moment EEH arrive on site until the moment EEH are allowed to start unloading or loading the goods.
- At the point of booking or prior to the vehicle being dispatched it is the responsibility of the customer to inform EEH of any additional requirements of a venue, such as providing driver names or vehicle details, bringing personal protection equipment and vehicle passes. Any obstructions within the venue such as steps, doors, third party staff or even long distances to the delivery/collection point.
- Before a collection goods should be left ready for the driver(s) in a similar manner to how they were delivered. For example, chairs should be safely stacked up, glasses should be put away in boxes and trestle table legs should be folded away. Advice on how to be ready for collection can be provided upon request.
- Unless other arrangements have been agreed by EEH in writing, upon collection, the goods are to be dismantled and stacked together, as close to where our vehicle can park as reasonably practicable. In an instance where that is not the case, e.g. the hired goods are scattered around a venue in multiple rooms or tables are still fully set, additional labour charges may apply for the additional time spent collecting.
- Our hourly chargeable rate per member of staff is charged at up to £30. This charge may apply to any instance in which waiting time or additional labour costs are incurred.
- Every effort will be made to meet an orders specifications, however in the event that an item is unavailable EEH reserves the right to substitute the item(s) with a similar item to the nearest specifications.
- It is the customer’s responsibility to ensure they are aware of each items special requirements such as any health and safety requirements or the accepted state of return, information can be provide upon request.
- Customers who also choose to collect goods themselves but suddenly realise their vehicle is not large enough may ask for delivery service (if available). Delivery charge will start from £60.00 one-way within our catchment area as our drivers were not pre-booked for this job or have other commitments.
- Deliveries and collections require a minimum order value of £150.00 to qualify for delivery. Delivery costs start at £40.00 and may increase based on distance from our warehouse or the complexity of the delivery.
- Upon delivery, please inspect your order. If you believe there is an error, notify us immediately.
- It is your responsibility as the hirer, to ensure we have access to the venue for delivery and collection on the specified dates. We are not liable for failed deliveries or collections due to lack of access. Additional transport costs will be incurred for wasted journeys.
- Please repack all goods in their original boxes and ensure table legs are folded and chairs are stacked or folded for collection.
- If you have any questions regarding our delivery or collection services, please feel free to contact us.

17. Parking and Stairs:

- The client must ensure ample parking is available for Enfield Events Hire.
- Any charges or fees related to clamping or limited parking will be the responsibility of the client.
- Venues with flights of stairs or lifts will require the customer to come down to collect the items.

18. Set up and Clearing – COMING SOON

- For events with up to 200 guests, a minimum of 4 hours is required for setup, with chairs and tables to be set up by the venue or the client.
- Events with 300-400 guests require 5-6 hours for setup.
- Clearing the venue requires a minimum of 2-3 hours, and the client must coordinate this with the venue.
- Any charges incurred by the client from the venue due to time constraints will not be the responsibility of Enfield Events Hire.
- If the event extends into the early hours of the morning, clearing and collection will be scheduled for the next day, arranged by the client with the venue.

19. Adverse Weather Conditions

- We are not responsible for any damage, staining, or weather-related effects on our items used outdoors after they have been set up. Examples include aisle runners becoming wet and heavily soiled and outdoor gazebos being affected by wind or rain. Severe weather conditions may also affect the appearance of swaging and draping. In such cases, it is at our discretion whether to provide the hired items due to potential damage and safety concerns. Therefore, no refunds will be issued for unused items or items affected by weather.

20. Cancellation Due to Adverse Weather

- In adverse weather conditions such as snow and ice, we may decide not to deliver or set up hired goods at the venue if it compromises the safety of our staff. We will explore all alternatives before cancelling the booking. It is your responsibility to ensure that the hired goods are insured against such incidents.

21. Changes to Event Date

- Changes to the event date due to unforeseen circumstances must be agreed upon by both Enfield Events Hire and the client.
- Date changes are subject to availability. Enfield Events Hire will collaborate with the client to mutually agree on a new date.
- Any changes made less than 14 days before the initial proposed date will incur a 25% charge.
- This contract is governed by English Law and the Courts of England.

For further inquiries, please contact: sales@enfieldeventshire.co.uk

By accepting the quotation, you agree to the terms and conditions outlined above.

Enfield Events Hire – Updated Terms & Conditions - MAY 2025

All quotations are made subject to the following terms and understandings:

1. Marquee Installation

- i. You must inform us in advance of any drains, pipes, cables, or other underground or surface obstacles which may affect the installation site. Please note that marquee pegs may be driven up to one metre into the ground. You are responsible for repairing and making good any damage to the site caused by the erection or dismantling of any equipment.
- ii. The size, surface, and condition of the site must be suitable for marquee installation.
- iii. The site must be cleared of all obstacles prior to delivery. If we are required to move obstacles, we cannot be held liable for any damage caused in doing so.
- iv. In windy conditions, all marquee openings should remain firmly closed when not in use, and opened only for entry or exit. In extreme wind, sides may need to be opened to reduce wind resistance. If wind conditions cause concern, you must contact Enfield Events Hire immediately using the emergency contact number provided.
- v. All heating and cooking equipment must be kept at least six feet away from marquee panels and never left unattended while in use. Only electrical appliances or purpose-designed butane/propane gas appliances may be used inside marquees. Barbecues or open fires must be positioned at least fifteen feet from the marquee.
- vi. In the event of wind gusts reaching or exceeding 40 mph, Enfield Events Hire reserves the right to cancel any marquee installation for health and safety reasons.

2. Order Confirmation & Amendments

- i. Only items listed on your quotation/invoice will be delivered.
- ii. It is your responsibility to ensure all goods and services are listed correctly. Amendments must be made before dispatch, as changes cannot be made after this point.
- iii. All order changes must be in writing and will be actioned only once we have received your written confirmation.

3. Payment

- i. A deposit may be required to confirm your booking.
- ii. The balance must be paid in full at least 3 days before delivery or setup.

4. Additional Terms for Customer Collection

If collecting equipment, you must provide two forms of UK ID:

- One photographic (passport, driving licence, etc.)
- One proof of address (utility bill dated within the last 3 months).

5. Cancellation

If you cancel your booking, your deposit is non-refundable. You will also be liable for the following percentage of the total hire charge based on the notice period given:

Notice Period	% of Total Hire Charge Payable
More than 90 days	25% (or deposit, whichever is greater)
61 to 90 days	45% (or deposit, whichever is greater)
31 to 60 days	60% (or deposit, whichever is greater)
8 to 30 days	100%
Up to 7 days	100%

6. Delay

We are not liable for delays or failure to complete the contract due to:

- Site unsuitability or lack of access on delivery date
- Adverse weather conditions
- Fire, flood, or other damage to equipment
- Strikes, industrial action, or lock-outs
- Circumstances beyond our control (e.g. traffic congestion)
- Grass not being cut before installation

7. Non-Availability of Equipment

If booked items are unavailable due to circumstances beyond our control, we may substitute similar equipment. If no suitable alternative is available, we will cancel the contract and refund any money paid. No further claim shall be made against us.

8. Delivery & Collection

- i. You must ensure the site is accessible and ready for delivery/setup at the agreed time, and either you or your representative must be present.
- ii. If you are absent, delivery will be deemed accepted, and equipment will be installed at our discretion.
- iii. Additional charges will apply for extra journeys, moving installed equipment, or redelivery due to absence.
- iv. Catering and furniture must be cleaned, stacked, and ready for collection, otherwise extra charges will apply.

9. Ownership

All hired equipment remains the property of Enfield Events Hire. You may not sub-hire, lend, or create any legal interest over the equipment.

10. Limitation of Liability

Our liability is limited to a refund or cancellation of hire charges. We are not liable for indirect, special, or consequential loss, including loss of profit. This does not apply to death or personal injury caused by our negligence.

11. Health & Safety

- i. In extreme wind, sides should be opened to reduce wind resistance. Contact Enfield Events Hire immediately if conditions are unsafe.
- ii. Gas appliances must be used only in well-ventilated areas, never below ground level.
- iii. We are not responsible for damage caused by misuse of hired equipment.
- iv. Sleeping or smoking inside a marquee with gas appliances present is strictly prohibited.
- v. Snow must be regularly cleared from marquee roofs to avoid collapse.
- vi. In severe weather conditions, Enfield Events Hire reserves the right to cancel any booking if it poses a safety risk.