

## TERMS AND CONDITIONS

### CHARGES, POLICIES AND PROCEDURES

The hirer agrees by booking with Partastic Ltd., that they have read, understood, and agreed these terms and conditions.

#### Booking and Charges

- ✦ Partastic provides hiring items, event styling, balloons, and personalized Items. When booking one of our packages you get hire, delivery and set up of all items listed. All prices and details of your party will be listed in your quotation following our initial contact.
- ✦ Contract to buy (acquire our service) is complete by us sending you a booking confirmation by e-mail, please note that a party is not booked and confirmed until either a deposit has been paid by bank transfer to Partastic Ltd. and cleared into our bank account. You will receive a confirmation from us acknowledging payment and confirming the booking. If your booking information is incorrect in any way, then it is your responsibility to inform us of any changes at this stage.
- ✦ A deposit of £50 for up to 4 teepees, £100 for 5 or more teepees, £100 for Bell tents, garden parties and Cinemas is to be made upon agreement of contract to secure the booking. This deposit will act as a Security Deposit, and it taken to cover any loss, damage or extra cleaning that is required. The security deposit is refundable once the equipment has been collected undamaged and fully tested (within 4 days). In the unlikely event that any items are damaged replacement costs will be deducted. All deductions to the security deposit, if applicable, will be fully itemised. The deposit is non-refundable in case of party cancellation. If something happens and you are unable to continue with your booking, we will offer an alternative date.
- ✦ Provisional bookings will be held for 3 days before deposit is due. If a deposit is not paid within 3 days of submitting a booking request, your date will not be secured and will be made available again to those on our waiting list.
- ✦ The final balance must be paid at least 14 days before the date of your party/event. If the final balance is not paid before 14 days of the booking, we reserve the right to cancel your booking and no refund will be given. Payment by bank transfer is preferred and account details are provided on invoice via email. Any booking made less than 14 days in advance of your event date will be required to pay the full balance at the time of booking including all security deposits. Party dates not confirmed within these times will be re-released.
- ✦ The final numbers and choices must be confirmed at least 14 days before your booking. If you downgrade your party booking within 14 days of your party, we will still charge you the original booking price, with no refund.
- ✦ When ordering any personalised goods, the entire party package must be paid for in full before printing commences. The personalisation/name (s) written on the invoice will be exactly what is printed. It is the client's responsibility to check spellings are correct upon receiving the invoice and prior to paying. We cannot give refunds for any 'extras' at any stage that are either personalised or sourced from an external company once the order has been made.
- ✦ The Hirer must disclose the property type and any access restrictions to the venue at the time of booking. If access is limited or difficult it is at Partastic's discretion whether the booking is accepted. No refunds will be given if your booking cannot go ahead because of difficult access / needing permits / permissions which has not been disclosed at the time of booking.
- ✦ The Hirer is responsible for providing Partastic staff with all relevant medical/dietary information for all the guests attending the party at the time of booking. We take no responsibility for allergies (including skin, food, materials etc.) where we are not advised in advance of the condition.

#### Cancellation

- ✦ Notice of cancellation by the Hirer must be provided to the Company in writing and received no less than 14 days prior to the event.
- ✦ Cancellation within the following terms will result in the client being liable for:
  - \* More than 4 weeks: any deposit paid
  - \* Within 4 weeks before the event: 50% of total invoice balance, plus deposit
  - \* Within 2 weeks or over: 100% of total invoice balance, plus deposit
- ✦ If, unfortunately, a guest and/or guests fail to attend your event, regardless of whether notice is given or not, prior to, or on the event date, Partastic is unable to offer a refund once the invoice has been paid.



- ✦ If you need to change the date of your event before 14 days of your booking, we will discuss alternative dates and once chosen your deposit will be used for the new date. Alternative dates will be subject to availability.
- ✦ In the event of illness or injury, Partastic Ltd. are committed to rescheduling the party, at no additional cost, within 6 months of the original booking date.
- ✦ Party cancellation by Partastic Ltd. would result in a 100% refund.

## Liability and Safety

- ✦ We ask that during your rental period, you treat the belongings of Partastic as if they were your own.
- ✦ When hiring any equipment from Partastic, you are responsible for all loss and damage to any equipment regardless of culpability. Should the security deposit be insufficient to cover the loss/damage costs, you agree to pay, in full, all costs to rectify this.
- ✦ We cannot be held responsible or liable for any damage or injury caused by inappropriate use, misuse, or reckless use of any of our equipment.
- ✦ It is your responsibility to ensure that children are always supervised, as well as the welfare and safety of all guests at your event.
- ✦ It is your responsibility to inform guests or guests parents/guardians accordingly of these terms and conditions.
- ✦ Partastic will accept no liability or responsibility to the Hirer for any damages, costs, losses, claims, expenses, demands and proceedings including property of Hirer, or any third party and their guests, or any consequential loss in these regards.
- ✦ We carry out risk assessments for all our equipment and ensure that everything used is in accordance with relevant UK Health and Safety Laws.
- ✦ Our equipment must be kept away from fire and naked flames, bonfires and lit BBQ's at all times. Candles with flames are not permitted in the proximity of Partastic equipment. Battery operated candles/lights will be provided.
- ✦ Partastic Ltd. operate a STRICT NO SMOKING policy near our equipment.
- ✦ We hold in date and suitable Public Liability Insurance. Please inform us if you would like to see a copy of the certificate.
- ✦ Partastic shall process all data in accordance with the General Data Protection Regulation 2018.
- ✦ It is not the intention of Partastic to violate any copyright laws and all themes are only inspired by popular trends.
- ✦ Partastic reserves the right to substitute items and products for similar items or products as and when required. Photographs used for advertising are there as a guide; every set up is different as themes are tailored to individual customer requests, stock availability and space available.

## Installation and delivery

- ✦ All equipment is delivered, assembled, and styled by Partastic and included in our prices within a 10-mile radius of Ewhurst, Surrey. If the hirer lives outside of this 10-mile radius, a quotation cost for delivery will be provided. London congestion charge and off-street parking fees will also be charged if incurred. We require a minimum order of £250 for distances over our 10-mile radius, and of £500 for distances over 30 miles.
- ✦ You must inform us in advance if access to the venue is difficult. You must also inform us of any parking restrictions, car park charges or similar issues, or whether we are required to lift equipment upstairs. Circumstances, such as the aforementioned, may result in a delayed start if we cannot get to the venue with ease. If the venue is in a residents parking zone it is the hirer's responsibility to provide Partastic with a visitors parking permit on arrival at the venue or pay the charge.
- ✦ You or another responsible adult must be present at the agreed time for us to set up and style your event.
- ✦ We will endeavour to arrive at your location at the agreed time, however on occasions there may be circumstances beyond our control that may mean we will arrive later than the agreed time. These may include reasons such as (but not limited to) unpredicted road traffic, road closures etc. We will contact you to let you know we are running late if it is possible and safe to do so.

- ✦ The Hirer must ensure that the area to set the party is cleared and that adequate space has been made, including removing any furniture, toys etc ready for the set-up of your event prior to our arrival. Partastic will not be responsible for moving the hirers furniture or belongings to make room for the equipment. We cannot move or help you move furniture due to insurance purposes.
- ✦ If Partastic has to wait for the area to be cleared on arrival, this will result in a charge of £1 per minute that Partastic is kept waiting, which will be deducted from the security deposit.
- ✦ The hirer must ensure that the party area is clean and safe ready for the installation of the equipment. If the area isn't deemed clean this may result in part or all the security deposit being held. If we cannot set up on the day due to inadequate space, we will cancel your event and no refund will be given. Under no circumstances should any of our equipment be moved or tampered with once it has been set up.
- ✦ If in the event you or a representative are not present or allow entry for collection you are liable for a secondary full night hire as per your invoice. Partastic reserve the right to impose additional charges at the end of the hire period if the equipment on hire is not available to collect at the agreed collection time
- ✦ Partastic reserves the right to make any changes to the services and set up and collection times as is deemed necessary without notice to the Hirer.

## Indoor Sleepover Party Tents

### Setting up and Collection

- ✦ We will supply all tents and furnishings in accordance with the booking confirmation that you receive. Anything we provide you with remains our property and must be returned at the end of the hire period.
- ✦ The space required is: 90cm x 210cm per tent, including space for the tray,
- ✦ Emergency escape exits must not be blocked with our equipment. We will ensure emergency escape routes are free from any of our equipment when we set up. If we cannot set up all the equipment due to blocking any escape routes, we will have to reduce the amount of teepees or equipment hired. If this is the case, no refunds will be given.
- ✦ Partastic will ensure that all equipment is safe and working prior to installation at the event.
- ✦ The equipment must be installed in the hirers house on the ground floor. Should the hirer wish to hold the party upstairs or in an external building, they should inform Partastic at the time of booking, with all the relevant information including but not limited to the floor level and the proximity to available parking for Partastic. In such an event, this may incur an additional charge which will be quoted at the time of booking.
- ✦ It will take between approximately 2 hours for Partastic to install the hired equipment. We ask that during the installation, the area is kept free of distractions, to not delay the installation process.
- ✦ Partastic reserves the right to remove equipment should they feel that the customers conduct, or use of the equipment be dangerous to themselves, anyone using the equipment or the safety of the hired equipment. In all such cases, the equipment will be removed, and no refunds will be given.
- ✦ At no time will any level of abuse be tolerated towards Partastic staff.
- ✦ The dismantling of the equipment will be from 10:00 on the day of collection unless otherwise agreed in writing with Partastic.

### Looking after the equipment

- ✦ Partastic will supply all equipment in a safe and usable condition. If the hirer is not satisfied with any aspect of the equipment, they must state at the time of set up before signing the Delivery & Set-Up Acceptance Form. The equipment is visually checked at the hire location once the hire session as finished. Any damage (other than fair wear and tear) will be recorded and reported at the time of collection then repaired/replaced by Partastic and will be charged to the hirer. If any of the equipment is lost or stolen during the hire period, Partastic reserves the right to charge the hirer the retail price of the lost or stolen items
- ✦ The person/organisation hiring this equipment will be responsible and liable for any damage or injury occurring from, or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are always fully adhered to.

- ✦ The tents are not play items and are for show purposes and to sleep inside of, they should not be climbed on or moved after they have been set up.
- ✦ Partastic asks the hirer to refrain from allowing pets on or in any of the equipment. Should the equipment require extensive cleaning due to pet hair, part or all the security deposit will be held to cover the cost of cleaning.
- ✦ To avoid stains that we cannot remove, Partastic ask the following:
  - \* Shoes must be removed before entering the tents.
  - \* Any nail varnish recently applied must be completely dry before entering the equipment. It is the responsibility of the hirer to ensure this.
  - \* No food or drink is to be consumed inside the tents. Only dry, non-sticky food and only water or clear liquid drinks are allowed to be consumed next to the tents.
  - \* If children are wearing any makeup, we ask that this is fully removed before snuggling up in bed.
  - \* No pens, paints, crayons, or markers are used in around the equipment
  - \* No chewing gum, glitter, silly string, glow sticks are used in or around the equipment.
- ✦ No electronic equipment including mobile phones, iPads etc. are to be left in the tents overnight as it poses a fire risk.
- ✦ All rubbish/recycling must be removed at the end of your event prior to collection. Partastic Ltd reserve the right to levy a charge, which will be deducted from your security deposit, for the removal of any rubbish or waste left in the tents.

## **Garden Parties and Bell tent**

### **Setting up and Collection**

- ✦ We will supply all tents and furnishings in accordance with the booking confirmation that you receive. Anything we provide you with remains our property and must be returned at the end of the hire period.
- ✦ Garden parties can only be set in an enclosed and private back garden area with no access to public. We cannot set up in public spaces, fields with animals, overgrown grass or if your garden is waterlogged.
- ✦ The hirer must ensure that the set-up area is clean and safe ready for the installation of the equipment. If we arrive and deem the ground unsuitable, which is at our discretion, therefore resulting in the booking not able to go ahead, then you will be refunded your damage deposit, but you will lose the full cost of the booking. Examples of unsuitable land: boggy or rocky land, wooded area, beneath trees (due to bird faeces etc.). Please note that these are just a selection of the potential unsuitable ground conditions. The hire charges do not include any making good or repairing of damage to the site.
- ✦ The site should be mown grass, free of stones and sharp objects and that no drains, cables, or other services are buried beneath the surface or otherwise concealed.  
The space required to set up the tents should be level and within 20 metres of a place where a vehicle can be safely and securely parked (it is your responsibility to pay any parking charges in advance). The route from the vehicle to the tent site should not have any steps or obstacles.
- ✦ The space required is:
  - \* 5m Bell tent: 7 meters diameter
  - \* Tuareg tent: 7m x 6m
  - \* Emperor tent: 8m x 6m
- ✦ Under no circumstances should any of our equipment be moved or tampered with once it has been set up.
- ✦ It will take between 2-4 hours for Partastic to install the hired equipment. We ask that during the installation, the area is kept free of distractions, to not delay the installation process.
- ✦ Partastic reserves the right to remove equipment should they feel that the customers conduct, or use of the equipment be dangerous to themselves, anyone using the equipment or the safety of the hired equipment. In all such cases, the equipment will be removed, and no refunds will be given.
- ✦ At no time will any level of abuse be tolerated towards Partastic staff.

### **Looking after the equipment**

- ✦ Partastic will supply all equipment in a safe and usable condition. If the hirer is not satisfied with any aspect of the equipment, they must state at the time of set up before signing the Delivery & Set-Up Acceptance Form. The

equipment is visually checked at the hire location once the hire session as finished. Any damage (other than fair wear and tear) will be recorded and reported at the time of collection then repaired/replaced by Partastic and will be charged to the hirer. If any of the equipment is lost or stolen during the hire period, Partastic reserves the right to charge the hirer the retail price of the lost or stolen items

- ✦ The person/organisation hiring this equipment will be responsible and liable for any damage or injury occurring from, or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are always fully adhered to.
- ✦ Partastic asks the hirer to refrain from allowing pets on or in any of the equipment. Should the equipment require extensive cleaning due to pet hair, part or all the security deposit will be held to cover the cost of cleaning.
- ✦ No running around the Bell Tents, hanging off/leaning on the centre pole, leaning on the tent, jumping on the beds etc, as this may cause injury or damage to the equipment. We are not liable for any injuries caused due to carelessness, recklessness or not following these terms and conditions of hire.
- ✦ The tents are a no-shoe zone. A basket for shoes will be provided, as well as an entrance rug.
- ✦ No pets allowed inside the bell tents.
- ✦ No naked flames inside the bell tent at any time, or within 5m, regardless of the sides being zipped up.
- ✦ No smoking allowed inside a bell tent. Any evidence of smoking will result in the loss of your £100 damage deposit.
- ✦ No cooking or use of any gas device is to be used inside the tent at any time.
- ✦ To avoid stains that we cannot remove, Partastic ask the following:
  - \* Any nail varnish recently applied must be completely dry before entering the equipment.
  - \* No food or drink is to be consumed in the beds. Only dry, non-sticky food and only water or clear liquid drinks are allowed to be consumed next to the equipment.
  - \* If guests are wearing any makeup, we ask that this is fully removed before snuggling up in bed.
  - \* No pens, paints, crayons, or markers are used in around the equipment
  - \* No chewing gum, glitter, silly string, glow sticks are used in or around the equipment.
- ✦ All rubbish/recycling must be removed at the end of your event prior to collection. Partastic Ltd reserve the right to levy a charge, which will be deducted from your security deposit, for the removal of any rubbish or waste left in the tent.
- ✦ All tent occupants must have vacated the tents by 10:00 on the day of collection unless otherwise agreed in writing with Partastic.

## Cinema

### Setting up and Collection

- ✦ We will supply the Cinema and furnishings in accordance with the booking confirmation that you receive. Anything we provide you with remains our property and must be returned at the end of the hire period.
- ✦ Garden Cinema parties can only be set in an enclosed and private back garden area with no access to public. We cannot set up in public spaces, fields with animals, overgrown grass or if your garden is waterlogged.
- ✦ The hirer must ensure that the set-up area is clean and safe ready for the installation of the equipment. If we arrive and deem the ground unsuitable, which is at our discretion, therefore resulting in the booking not able to go ahead, then you will be refunded your damage deposit, but you will lose the full cost of the booking. The hire charges do not include any making good or repairing of damage to the site
- ✦ The Cinema can be set in grass, artificial grass, a patio or decking area, and in the Tuareg tent. If set outdoors, the surface must be a completely flat area of at least 3x4.5 meters, and the screen should be placed against a wall or fence.
- ✦ The space required to set up the Cinema should be level and within 20 metres of a place where a vehicle can be safely and securely parked. The route from the vehicle to the tent site should not have any steps or obstacles.
- ✦ The space required is:
  - \* Outdoor & Indoor Cinema: 3m x 4.5m (min.)
  - \* Cinema Room: 3m x 4.5m
  - \* Luxe Cinema Room: 6m x 4.5m

- ✦ Under no circumstances should any of our equipment be moved or tampered with once it has been set up.
- ✦ The equipment must be supervised at all times by a responsible person over the age of 18 (preferably the hirer).
- ✦ It is the hirer's responsibility to ensure access to two 13 Amp sockets is provided to the screening location. Partastic will provide extension cables and advise on ways to safely provide power to the screening source but will not take responsibility for any problems that arise or accidents that are caused by cables infringing neighbour's property, obstructing public footpaths, or crossing public roads.
- ✦ It is the hirer's responsibility to ensure that the venue they are showing a film has the appropriate premises license and that if required they have obtained the correct screening license. Partastic take no responsibility for the content that are shown on their equipment, arrange or provide any licenses nor provide any content (movies, games) and any copyright infringement that may occur, and subsequent offences and legal action are solely the responsibility of the hirer. You can stream movies from a Firestick, connect your laptop, DVD player or a PS4/5 or Xbox. A good Wi-Fi signal is essential to stream movies online.
- ✦ Partastic are unable to guarantee the weather. If you have booked an outdoor Cinema and heavy or persistent rain and/or strong winds are forecast, we will contact you on the morning of the booked date to discuss what options are possible such as an alternative indoor venue or postpone to another available date. Once the garden cinema is setup, but light showers are forecast, the hirer should follow our instructions for keeping the garden cinema equipment dry. This is for your safety as well as protecting our equipment.
- ✦ If the Cinema is set inside the gazebo and the weather worsen, we would expect the hirer contact Partastic without delay and, safely, and without any risk to persons, switch off the equipment as soon as possible and disconnect it from the mains power supply. In such circumstances it would be considered unsafe for the hire to continue and regrettably Partastic will not offer a refund.
- ✦ It will take approximately 2-3 hours for Partastic to install the hired equipment. We ask that during the installation, the area is kept free of distractions, to not delay the installation process.
- ✦ Partastic reserves the right to remove equipment should they feel that the customers conduct, or use of the equipment be dangerous to themselves, anyone using the equipment or the safety of the hired equipment. In all such cases, the equipment will be removed, and no refunds will be given.
- ✦ At no time will any level of abuse be tolerated towards Partastic staff.

#### **Looking after the equipment**

- ✦ Partastic will supply all equipment in a safe and usable condition. If the hirer is not satisfied with any aspect of the equipment, they must state at the time of set up before signing the Delivery & Set-Up Acceptance Form. Equipment will be deemed to be in good working order, except for any defects not detectable by reasonable examination. The equipment is visually checked and tested at the hire location once the hire session as finished. Any damage (other than fair wear and tear) will be recorded and reported at the time of collection then repaired by Partastic and will be charged to the hirer. If any of the equipment is lost or stolen during the hire period, Partastic reserves the right to charge the hirer the retail price of the lost or stolen items. Partastic will provide printed instructions to the hirer on how to use the equipment. If any equipment should fail while on hire the hirer should advise Partastic by telephone as soon as possible. The hirer should not attempt to repair any equipment without Partastic's permission.
- ✦ The person/organisation hiring this equipment will be responsible and liable for any damage or injury occurring from, or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the hirer to ensure they are always fully adhered.
- ✦ Partastic asks the hirer to refrain from allowing pets on or in any of the equipment. Should the equipment require extensive cleaning due to pet hair, part or all the security deposit will be held to cover the cost of cleaning.
- ✦ No running around the Cinema equipment, jumping on the bean bags or rough play as this may cause injury or damage to the equipment. We are not liable for any injuries caused due to carelessness, recklessness or not following these terms and conditions of hire.
- ✦ No naked flames near the Cinema and Gazebo at any time.
- ✦ No smoking allowed inside Gazebo at any time. Any evidence of smoking will result in the loss of your £100 damage deposit.
- ✦ No cooking or use of any gas device is to be used inside the gazebo at any time.
- ✦ To avoid stains that we cannot remove, Partastic ask the following:



- \* Any food or drink spillages must be cleaned/wiped immediately.
- \* No pens, paints, crayons, or markers are used in around the equipment
- \* No chewing gum, glitter, silly string, glow sticks are used in or around the equipment.

✦ All rubbish/recycling must be removed at the end of your event prior to collection. Partastic Ltd reserve the right to levy a charge, which will be deducted from your security deposit, for the removal of any rubbish or waste left in the tent.

### **Force majeure**

- ✦ You agree that Partastic will not be held liable for any act of God including tempest, fire, flood, storm, or natural disaster; War, civil war, sabotage, or act of terrorism; Government sanction, embargo, import or export regulation or order; Labour disputes including strikes, lockouts, boycotts, or other industrial action; Failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water or communication services.
  - ✦ In the unfortunate event that we must cancel your event due to Force Majeure, including high winds that make it impossible to set the tents up or heavy rain making the ground too wet to make the tents safe we will offer you a different date with the same package.
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