***Terms & Conditions of Hire***

*If you book our services you are agreeing to comply with and be bound by the following terms and conditions of hire.*

***General:***

*The 'Company' is The Kyte - Collings Collection Limited. The 'Hirer / Clients ‘is any person or company who hires or has agreed to hire Goods from the Company. 'Goods or Equipment' means goods provided by the Company in accordance with the Company's standard Terms and Conditions of hire.*

***Acceptance of Conditions:***

*The 'Hirer / Clients acceptance of goods on hire implies acceptance by signing and agreeing to our Conditions of Hire as given below.*

***Retention of Title:***

*All goods remain the absolute property of the company and the customer undertakes not to sell, offer to sell, assign charge, pledge or underlet, lend or otherwise deal with the products unless agreed otherwise with the company.*

***Quotations:***

*Quotes are valid for 30 days. If you accept a quotation then you are required to contact us via telephone on 0800 246 5496 or email; enquiries@kcweddingsandevents.co.uk Please Note that the price supplied for FRESH Floristry may change if the prices of flowers were to rise dramatically.*

***Booking & Payments:***

1. ***50% Non-Refundable Booking Fee*** *is required to secure the date of your Wedding or Event. This payment will be reflected in the final invoice. We can accept bookings by either calling or emailing us to instruct us that you would like to proceed. Payments can be paid by bank transfer to our business account. The booking fee is not refundable as we will allocate all items and take the date off our system as booked therefore, we could not take further bookings and this date is reserved for you.*
2. *You will be emailed a booking Information form to complete and email back to us.*
3. *Once we receive the initial payment, your booking fee you will be emailed the Booking Confirmation which contains the contract to which you are entering into. We strongly advise you to read to make sure everything is correct. Please advise us of anything that requires amending at this stage.*
4. ***14 Day Cooling Off Period:*** *If you want to cancel your booking with us, over the phone or by email, you get a 14-day cooling-off period. During the 14 days, you can cancel for any reason and get your booking fee refunded. Your cooling-off period begins the day after you enter a contract with the business - whether the contract's written down or if it's an oral contract.*
5. ***Minimum Spend:*** *The booking fee amount that is received at the initial booking stage is considered to be the minimum spend value and therefore the booking cannot go below this amount at anytime as this is non – refundable.*
6. ***Refundable Damage Deposit:*** *The amount of Damage Deposit required is a minimum fee of £100.00 however this will be increased and be relative to the value of the booking and this will be issued as a separate invoice at the 4 week period. The payment is to be paid separately as this is generally refundable however if any items are missing or broken / damaged on collection then the total replacement value of those items will be deducted from this deposit payment. This refund will be made 5 working days after your wedding / event.*
7. *Amendments and changes can be made throughout and up to 4 weeks before the wedding or event however the value of the booking cannot go below the initial booking fee value as this is non – refundable at any time.*
8. *If you remove items and the final invoice value goes below that of the initial booking fee then we will offer other items to replace those removed however if they are not required a refund will not be issued.*
9. *Our team will email you 6 weeks before your Wedding or Event to update the Booking Confirmation and make any changes at that stage.*
10. *We will require FULL payment of the outstanding amount 4 weeks before your Wedding or Event.*
11. *All Payments are to be received as set out above and an invoice will be issued. Once payments are received, we cannot issue refunds on any items that are no longer required but you can exchange items subject to stock.*

***Payment for Damaged or Missing Items:***

1. *By accepting the Booking Confirmation, you are agreeing to our terms and therefore should any items be missing or damaged then you will be charged for the replacement of them at cost. If you can send any missing items back, we will be happy to refund you. We strongly recommend that you check the items before they are collected and sign them off when the driver comes to the venue, if you are unable to do this, we will check the items at the premised and our decision is final.*

***Cancellation:***

1. *ALL Cancellations must be made in writing and either sent to our address at the bottom of this page or by email to enquiries@kcweddingsandevents.co.uk, we will reply to you sending a confirmation of cancellation so if you don’t hear from us we haven’t received your cancellation.*
2. *It is recommended that all our couples take out wedding insurance to cover them for any unforeseen changes or cancellations.*
3. *If you cancel your booking at any time, the 50% booking fee deposit is non – refundable as we would have stopped taking further bookings for this date and reserved it for you.*
4. *Any further payments received by The Kyte – Collings Collection Limited are Non – Refundable should the ‘Hirer/ Clients’ decide to cancel the booking at any time from once it is booked with us.*
5. *Cancellation where full payment has been made and before the 4 week period, will result in an overall percentage lost.*

*90 Days before: Lose the total Booking Fee*

*70 Days before: Lose 50% of the cost of your order*

*50 Days before: Lose 75% of the cost of your order*

*28 Days before: Lose 100% of the cost of your order*

1. *Should your venue cancel for whatever reason we would be happy to transfer your booking to an alternative venue, however, the booking fee remains non-refundable at all times.*

***Postponement:***

1. *In the unfortunate circumstance that you, the ‘Hirer’ / Clients, have to postpone your booking due to no fault of your own but due to the fact that the venue or Government guidelines state that your booking cannot take place due to a Severe National / International Global Virus, Pandemic or Epidemic or any other valid reason as to why they cannot host your booking, then we are happy to transfer your booking to another date agreeable to us all. We will not be able to offer a refund at any stage.*

***Ostrich Feather Decorations:***

1. *When hiring Ostrich feathers decorations, we do stress not to let your guests remove any of the items from the display. All of the items on the displays are counted before we leave and will be recounted when we come to collect and unfortunately if any are missing, we would have to charge for these missing items at cost.*

***Artificial Tree Hire:***

1. *All our Artificial Trees will be delivered to your venue, installed by our team.*
2. *None of the Artificial Trees are to be positioned outside.*
3. *The Artificial Trees are* ***not to be moved*** *from where they are setup by you the ‘Hirer / Clients’ or any member of staff at any venue. If you require them to be moved, please discuss options with us and we will allocate a staff team member to be on-site do this for you as a cost.*

***Changes to an order:***

1. *You are able to make changes to your original order up to the point of 4 weeks before your Wedding or Event however after the 4 week period we cannot make any further changes to the booking. Significant changes to an order may change the quote you originally obtained. Items can be added on as long as they are in stock at any point.*

***Day of Setup:***

1. *On the day of setup, we will require all linen on the tables ready for us to dress the tables. If you are using the same function room for both your Ceremony and Reception, you will need to arrange with the venue setup of the table items after the ceremony. We are unable to wait until the ceremony is finished to dress the tables unless pre-arranged with us. We are unable to un-stack or arrange chairs at your venue. This something you need to sort with the venue before our arrival.*

***Collection of Items:***

1. *We will arrange directly with the venue to collect the items that have been hired however we ask each venue to keep the items on their premises until the following day after your event when our collection team will arrive.*
2. *If the venue requires us to return and collect after midnight there will be an additional charge of £100.00*

***Cover Loss or Damage of Hired Items/ Equipment:***

1. *The Customer assumes complete responsibility for loss of or damage to the hired products (Other than fair wear and tear) from the time the items / equipment are delivered at the venue/premises, until they are collected. Any damaged items or damaged equipment will be charged for at cost and replaced with new stock. For a full list of the prices please contact us. We strongly recommend you taking out wedding insurance for such instance.*

***Hire Charges - Period of Hire:***

1. *The hire charge for the products commences from the time that the items / equipment are delivered and continues until everything hired is collected.*

***Hire of Goods:***

1. *Linen products may be subject to small light marks as with being a hire product along with other hired items may have slight scratches, none of these items are new so will have a slight wear and tear.*

***Discrepancies:***

1. *Any discrepancies with an order must be notified within 7 days after the event. Any discrepancies that are not notified during this period will be exempt from any credit/refund.*

***Adverse Weather Conditions:***

1. *We cannot accept responsibility for any of our items that are used outside should they be damaged, soiled or affected by weather conditions after we have left them - Examples are; Aisle Runners getting wet & badly soiled (There may be an additional cleaning fee should the item be badly soiled or charged at replacement cost in the event cleaning fails), Outside gazebos where fabrics are affected by wind or rain. Swaging & Draping are intended as temporary constructions, severe weather conditions may affect the completed look. In the event of adverse conditions, it is The Kyte – Collings Collection Limited sole discretion on all outside decor if to provide the hired items due to potential damage and safety. Therefore, no refunds are given for any items not used under such incidences or should be affected by weather.*

***Cancellation Due to Adverse Weather:***

1. *In adverse weather conditions such as Snow & Ice, it is The Kyte - Collings Collection Limited decision not to deliver/setup hired goods to the venue if it jeopardises the safety of our staff. The Kyte - Collings Collection Limited will endeavour to get the hired goods to the venue and exhaust every option that is available before cancellation of the booking. It is the responsibility of the hirer / clients to make sure the hired goods are insured for such incidences. As a gesture of good will, we would be happy to move the event up to 6 months subject to availability.*

***Floristry:***

*Consultations are free but by appointment only to ensure a Bridal florist is available to help you.*

***Details and Amendments.***

1. *If any changes are to be made to your Wedding or Event flowers we have discussed, these must be confirmed in writing. Written requests ensure that no mistakes or misunderstandings are made when it comes to the final list of flower requirements.*
2. *We will contact you approximately 6 weeks before your Wedding or Event to confirm all of your requirements and the final details.*
3. *Fresh flowers are a living product and are dependent on weather conditions, stringent quality checks and influences beyond our control. On exceptionally rare occasions we may have to substitute a specific flower. In this event, the integrity of the proposed colour scheme will be maintained, and flowers of equivalent value will be used. You will be notified of any adjustments.*

***Deliveries and set up of Floristry:***

*Deliveries will need to be signed for. Please check the flowers carefully and ensure any discrepancies are communicated to us within 30 minutes of delivery.*

*We will not be responsible for any injuries or damages sustained because of broken glass, materials or dyes that may be used to colour the water for you. Liability is limited to the supply of goods only.  No responsibility will be accepted for any consequential loss.*

*Containers or hired items will be collected the day after the wedding.*

*Removal of all flowers from the venue is your responsibility unless previously arranged and included in your quote.*

***Photography:***

*The Kyte - Collings Collection Limited reserves the right to take photographs of flowers and the setting prior to the Wedding or Event which may be used for promotional purposes.*

***Termination of Liability:***

*The Company shall be relived of all liability for obligations incurred to the Hirer and any other third party.*

***Law:***

*This contract shall be governed by English Law in the Courts of England.*

***I /we accept the Terms and Conditions set out above.***

***On behalf of the Hirer /Client:***

***Full Name:…………………………………………………***

***Signed Client One: …………………………………***

***Print Name:… ……………………….Date Signed:……………………………***

*Registered Address*

*The Kyte - Collings Collection Limited Ltd*

*The Stables,*

*Yew Tree Farm,*

*Stone Street, Stanford North,*

*Ashford. Kent. TN25 6DH*

*Telephone: 0800 246 5496 Email: enquiries@kcweddingsandevents.co.uk*

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