

Auburn Event Hire

Marquee/Party Equipment

Rental Terms and Conditions

The following rental terms and conditions record the agreement between Auburn Event Hire (“the Contractor”) and (“the Customer”) being the hirer (person, firm or corporation).

Our Rates

To be confirmed by written quote as per individual requirements

General Terms

Customer Obligations

The Customer accepts all responsibility for goods and equipment hired from the Contractor from the time of delivery until the time of collection.

The Customer must at all times use the goods and equipment in a proper, safe and careful manner and only for the purposes that the goods and equipment were designed for.

It is a condition of the booking that the hire equipment, where installed, shall not to be moved as damage can easily result. Please contact the Contractor if you have any special requirements.

Damage, breakages, theft and loss are the Customer’s responsibility during the hire period. All breakages are to be reported immediately to the Contractor. Damages will be assessed at the Contractor’s discretion and costs will be deducted from the bond, as required.

Any maintenance required is to be reported to the Contractor immediately.

The Customer shall make sure that the goods and equipment are cleaned and packed up (where appropriate) by the prearrange time of collection.

The Customer agrees to pay an additional cleaning fee in the event that the goods and equipment are not returned in the same condition as upon delivery at the commencement of the hire period. The additional cleaning fee will be imposed at the discretion of the contractor.

The Customer shall at all times be responsible for power and water supply. Any pop-up sprinklers, underground power lines are to be disclosed to the Contractor prior to delivery.

The Customer is responsible for making sure the site is adequately prepared for delivery of the goods and equipment by the nominated delivery time and date. Additional charges may apply in the event the Contractor is required to wait whilst the Customer creates a suitable access for delivery of the goods and equipment to be effected.

Pricing and Payment Terms

Prices quoted included delivery on the day of or day prior to the event, and pick up the day after the event.

At the time of booking, a fifty percent deposit required, with full payment plus payment of a security bond (if requested) to be paid no later than 48 hours prior to delivery.

The security bond will be refunded in full within 48 hours of pick up providing the equipment is returned in a clean and acceptable condition

Prices are quoted on the hire period stated only on the quote. Any extra days will be charged out in addition to the quoted rate.

Cancellation Policy

Any security bond money paid to the Contractor is refunded on a booking cancellation.

The Contractor requires 30 days notice to refund your deposit of 50% of the total hire fees.

If less than 30 days notice of cancellation is given then no refund will be given, unless the goods and equipment are rebooked for the entire booking period. If the goods and equipment are successfully rebooked then a \$55.00 cancellation and administration fee (GST inclusive) will apply and the balance of monies paid will be refunded.

Delivery and Pick Up

The Customer must ensure that the Contractor has free access to the site to deliver, install, inspect, dismantle, collect and remove the goods and equipment.

Dogs or dangerous animals must be restrained away from the site while the Contractor is present on-site.

The Customer shall be present for delivery and installation of equipment.

Insurances

Security Bond (if requested)

Failure to provide proof of acceptable insurance cover for the hire equipment whilst on the Customer's premises will entail the payment of a bond to cover damage sustained to the goods or equipment hired whilst off premises.

All Customers without adequate insurance cover shall pay a bond of \$500.00 to cover the excess on the Contractor's insurance policy in the event of damage sustained to the goods or equipment hired whilst off premises. This bond is fully refundable at the end of the hire period if not required for insurance or excess cleaning purposes.

The bond will be refunded within 48 hours of pick up of the equipment with an electronic payment made direct to the Customer's nominated bank account, subject to the hire conditions being met. Customers shall provide their nominated bank account details on the booking form.

The bond is designed to secure the excess due and payable under the Contractor's insurance policy, or to cover any additional or incidental costs and expenses incurred including but not limited to, any breakage, damage or excess cleaning requirements.

Except to the extent covered by the Contractor's insurance policy as secured by payment of bond by the customer, the customer hereby releases the contractor from all or any claims liabilities, actions, demands, costs and expenses arising from the hire or use of the goods by the Customer, including but not limited to all property damage, death, injury etc resulting either directly or indirectly from the use or hire of the goods or equipment.

Loss – the Contractor takes no responsibility for the Customer's personal property, or for any personal property of its guests.

Definitions and Explanations

"Goods and Equipment" means all equipment, marquees and event hire accessories supplied by the contractor and detailed in the written quote attached to these terms.

"Hiring fee" is the total amount to be paid by the Customer to the Contractor for the hire period, as agreed by quote.

"Quote" is a written pricing agreement provided to the Customer from the Contractor setting out the anticipated fees for the goods and equipment to be hired, and the terms of payment to secure the supply and delivery of same to the customer's premises or event site.

"Site" is the location for delivery and collection of goods and equipment to the customer, as specified in the written quote attached to these terms.

"The Contractor" means Auburn Event Hire or Ken and Paula Noack trading as Auburn Event Hire and includes its employees and representatives.