

# Cotswold Costumes – Prop Box Hire

## Terms and Conditions

### Hire

A standard hire of our Prop Box is for 4 (four) days. Please discuss any extra time required when booking. A small surcharge may be charged.

### Booking procedure and payment

Before booking, you are more than welcome to come into our shop to view and choose the items for your prop box. If not we can select items for your box ourselves. Once the final items are chosen, we will determine the hire cost and damage deposit amount.

A non-refundable deposit of 50% of the final total is due when booking to secure your items. Full payment is required 1 (one) month before your event as well as a damage deposit. If booking closer than 1 (one) month, full payment and damage deposit is required at the time of booking. If payment has not been received 7 (seven) days before collection date we will assume the hire is no longer required and cancel the booking.

We reserve the right to substitute an item within the box due to breakages, delayed returns and losses, etc as a result of previous clients orders. Any necessary substitutions will be communicated to you as soon as possible.

### Damage deposit

We require a damage deposit of £150 on all orders. This amount may increase depending on what exactly is taken and the value of those items. The deposit will be refunded to you once the items have been returned safely and checked for damages. The damage deposit can be paid via cash or card.

If any items are damaged or lost upon return then a replacement fee will be charged. The amount of the replacement fee for each item will be listed for you to check before collection of your prop box. Any pre-existing damage will be noted. If a lost item is found not damaged within 1 (one) week of the hire return date, the replacement fee will be refunded.

The damage deposit does not represent the true value of the items. If the damage deposit amount does not cover the full replacement/repair of items then an invoice for the outstanding amount will be given. The hirer will have 14 days in which to pay this invoice.

## Checking/Signing

Upon collection of the prop box it is the customer's responsibility to check all items are present before signing for collection. Please bring to our attention any problems at this time.

Once signed for the Prop Box and all its contents it becomes the responsibility of the hirer until returned safely to Cotswold Costumes. Any discrepancies in your order must be notified within 24 hours of collection.

We strongly recommend taking out event insurance so you are covered if anything should happen to your hired items.

## Returns

The prop box must be returned to us on/by the agreed date. Failure to do this will incur a late fee of £50 a day.

Your prop box will be packaged carefully by us for your event so please ensure the items are packed with care and attention when returned to us.

No cleaning of the items are required before return. We will clean and sanitise items to the best of our ability after every use.

There will be no refunds for un-used items.

## Prop Box Care

Most of the items within your Prop Box are vintage pieces that will show signs of age and usage. The Prop Box can be used inside or outside but is not to be used in adverse weather conditions such a heavy rain. We accept some fair 'wear and tear' of our items but if the items are damaged due to the weather or a lack of care and attention then the replacement fee will be charged.

## Changing your order

You can change the items within the box up to 14 (fourteen) days before collection date. Significant changes to your order may alter the quote you were originally given. Once your invoice has been fully paid we cannot refund for any unwanted items.

If the date of your event is changed, we will allow one change of collection date within 6 (six) months of original date, subject to availability.

## Cancellation

All cancellations must be given in writing.

You can cancel your order anytime up to 2 (two) months before the agreed collection date (your non-refundable deposit will not be returned).

If cancellation takes place inside the 1 (one) month of agreed collection date and full payment has been made then no money will be refunded.