



Unit 10, Castle Farm,
Raglan, NP15 2BT
Tel: 01600 775577

Info@monnowmarquees.co.uk
www.monnowmarquees.co.uk

Terms and conditions of business

1. Period of Hire

The hire of tentage will commence from the time our equipment and team arrive at site and will continue until completion of dismantling.

2. The Site

The hire charges are arranged on the assumption the grounds in question are firm, level and flat and that there is easy access for motor vehicles trailers and staff. No overhead cabling or underground services are buried beneath the surface i.e. drains, pipes, cables etc, as no responsibility for damage shall fall on the Company. The hire charge does not including making good repairs to the site. Special rates may be payable if any of the above items are too adverse.

3. The Hirer

Must check that all items ordered are delivered and if any of the items are missing, incorrect or faulty, this should be drawn to the attention of the Company. Every effort will be made to rectify the problem. The Company reserves the right to alter items to the nearest substitute if necessity arises. A charge may be added if the tent and equipment are not left in the condition to which they were received.

4. Damage

During the period of hire, all damage to loss is the responsibility of the Hirer and all losses will be charged for, (other than fair wear and tear and acts of God). Please note that under no circumstances may sticky items/tapes be used to fix items to any part of the equipment.

5. Extreme Weather

The Hirer undertakes to advise the Hire Company of any weather conditions, during the period of hire that may endanger the hired equipment or occupants. Typically, but not specifically, these would be wind speeds of over 40 mph.

6. Cancellation

In the event of cancellation a fee will be payable to the Company:

- Less than 7 days notice: 75%
- Less than 28 days notice: 50%
- 28 days or more notice: 30%
- More than 6 months notice: 10%

7. Liability

Liability cannot be accepted for any delays or non-performance due to:

- a) Loss or damage of any of the goods by Fire, Storm, Tempest or Accident
- b) Strikes or industrial disputes
- c) Weather conditions
- d) Problems caused by Public or Local Authorities to which the Hirer should have obtained prior permission
- e) Injury incurred to persons or property during the period of hire

8. Payment

Unless prior arrangement has been made, full settlement is to be made 1 week prior to completion of put-up. Any items provided either less or more than that stated in the final order confirmation will be due upon completion of the build or within 14 days of invoice date. Should this figure be a credit, and then payment by us will be made after completion of the event. If payment is late or over-looked then a charge of 2.5% above the current bank rate may be added. We reserve the right to charge a non-refundable deposit to cover part or all of the equipment hired.

9. The Hirer

Shall not be entitled to withhold payment of any of the amounts payable, under the Contract, due to any disputed claim of the Hirer in respect of defective services or any other alleged breach of contract.

10. Welfare

As a minimum, crews must have access to toilet and hand washing facilities, responsibility for such welfare provision will be determined in the contract, this is to be provided by the client or venue owner.

11. Changes

Final changes to items required by the client must be made no later than 3 weeks before the event date.

NB: The above conditions form part of the Contract for Hire and by the acceptance of the equipment the Hirer is deemed to have accepted these conditions.