

Creative Collections

General Terms and Conditions

1. Creative Collections ability to perform our services depends on us having safe, adequate and reasonable access to the venue prior to the event for dressing and after for removal. Costs may vary if access times are found to be unsociable or unreasonably short. It will be your responsibility to ensure that the venue can accommodate our requirements. Parking must be made available at all times whilst we are on site. If for any reason this is not the case the hirer is liable to cover additional parking charges.
2. All hired goods remain the property of Creative Collections.
3. The contract for the hire of goods is between Creative Collections and the hirer, not the venue unless goods are being hired directly by the venue. It is the hirer's responsibility to ensure the venue is clearly instructed so that the terms and conditions are met.
4. During the period of hire the hirer is solely responsible for the hired goods and insuring the goods if they feel necessary.
5. Hired goods will be counted and checked when they are collected and our decision as to losses/damages will be final.
6. All information including designs, colours, names for place cards and other personalised items must be received by CC no later than 6 weeks prior to your event date. If information is received later than this date we retain the right to use available stock and designs to fit the information we have on file for you.
7. Changes to orders within 8 weeks of your event date will be subject to availability
8. Although we will try our best to get the closest match for any colours requested we cannot guarantee an exact match will be possible. We will advise you to arrange a colour match prior to securing your booking as refunds will not be given for cancellations of any items where an exact colour match cannot be arranged.
9. The owner / Creative Collections shall not be responsible for any injury or damage to persons or property arising from the use of any equipment hired. CC shall in no circumstances be liable for any direct, indirect or consequential loss, damage or extra costs incurred caused by negligence or other default in the performance of its duties.
10. An adequate power supply must be provided for any electrical equipment hired. It is the responsibility of the hirer to ensure this. We deem it unsafe to daisy chain extension leads around a venue and will not do this. Refunds will not be given for items unable to be used because of inadequate power supply.
11. Shortage and damage to hired goods will be charged accordingly, details of which are available on request.
12. We will make every effort to deliver, set up and collect at the times required by the client, however removal will be as promptly as possible, we cannot guarantee collection immediately after use. It is the hirers responsibility to ensure that any hired goods are kept dry and in a secure place until collected.

13. We will endeavour to supply specific items requested, however we reserve the right to use our discretion to supply an appropriate alternative where necessary.
14. Creative Collections take photographs of our work and reserves the right to use any pictures taken during the hire period for promotional services, unless the hirer requests otherwise. In all cases the hirer's details shall remain confidential at all times.
15. Hired goods shall be items listed on the final invoice – unless stated “to buy”
16. The hirer is responsible for the return of items not readily available at collection point. CC at our discretion may offer to re-collect and this will be charged at mileage plus time to the hirer.

Deposits, Payments and Cancellation

1. A non-refundable 20% deposit / booking fee will be required to secure our services /products. Your order is not secure until we have received cleared payment of this deposit.
2. The final balance is required 7 days before the hired period. Payments can be made via, cash or bank transfer. If you fail to pay your balance by the required date, we reserve the right to cancel your order.
3. Cancellation by the hirer will result in forfeit of the deposit and any monies paid.
4. A 10% refundable security deposit may be payable in addition to the hire charges on all hire bookings to cover minor shortages/damages to hired goods. This will be returned once all hired stock has been checked.
5. Charges will be made for any damaged goods. This includes, but is not limited to; goods that have been dragged along the floor, ground in earth or grass stains, biro, burns, holes, rips, tears, candle wax, grease or deep staining
6. Once you have booked our hire items, we cannot offer them to another client, therefore, cancellation of any items after your booking has been confirmed will incur a percentage fee of the total paid.
 - Less than 1 year – 25% of total paid
 - Less than 6 months – 50% of total paid
 - Less than 2 months – 75% of total paid
 - Less than 6 weeks – 100% of total paid (possible exchange subject to stock availability)
7. In the event Creative Collections has to cancel your booking due to but not limited to adverse weather conditions, acts of terrorism, acts of God, destruction of prop hire/venue décor or loss of transportation vehicle then Creative Collections liability is limited to a full refund of the booking or partial refund in proportion to those items undeliverable. Creative Collections is not liable for any damages as a result of any other undeliverable product.
8. Candles supplied with candelabras are not intended to be lit. If you wish to use candles please ensure you use nontoxic, non-drip or led candles. Charges will be made for any candelabra returned, damaged, dented, permanently tarnished or covered in melted wax.
9. Indoor Carpet aisle runners is for indoor use only. Use outside or for any other purpose than that of a wedding aisle will result in deep cleaning charges.