

BARGAIN BEDOUIN TENTS

BB Tents (Pty) Ltd
Reg: 2016/461554/07

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REFUNDABLE DAMAGES DEPOSIT

- A refundable damages deposit is required to be paid prior to the day of the event along with the final balance of the hired goods.
- The damages deposit will be paid back within 2 weeks, after the goods have been returned, counted and checked.
- If any items are damaged or missing, a damages fee will be deducted from the damages deposit for each item damaged either by candle wax, cigarette burns, items torn, breakage, irremovable stains, and more.
- If extra damages occur over and above the damages fee already paid, the extra damages will be invoiced for and will be for the Hirers account.
- Items missing or damaged by guests, venue staff or any third party hired or instructed by the Hirer will also be for the Hirer's account and will be invoiced for.
- Please keep all containers, crates and/or boxes in good condition and place all hired items back in their boxes, crates and/or containers.
- A damages fee will be charged for damaged or missing boxes, crates and/or containers.

CHANGES & CANCELLATIONS

- Any cancellations or changes for any items booked will unfortunately not be accepted 4 weeks prior to the function.
- Changes to the order will gladly be accommodated at BB Tents discretion.
- Any changes made to the quotation by the Hirer during the planning of the event and leading up to the event are noted by BB Tents in writing in the Hirer's file.
- If an order is cancelled indefinitely, there will be a **Cancellation Fee** charged at 25% of total order.
- Clients are allowed to postpone their order for a different date.
- Postponement will only be up to 6 months from cancellation date.

SUPPLIERS

- BB Tents is not responsible for any suppliers not organised or introduced to the client by us. It is the clients responsibility to co-ordinate these suppliers and deal with their specifications.

YOUR FUNCTION SPECIFICATIONS

- If any detailed specifications need to be taken into consideration concerning function set-ups, flower decor, staff hire or regarding hired items, please send us those detailed specifications in writing via email.
- If no detailed specifications have been requested by the Hirer/Client, BB Tents will be entitled to use their initiative during function set-ups and flower decor in order for the function to run smoothly and efficiently.

INITIAL & DATE _____

FABRIC & OTHER MATERIALS

- Due to the constant change in fabric, the linen colours in some instances may slightly vary.
- Due to the constant change in certain materials/items such as roses, ribbons, various gritt colours, pebbles, etc. please bear in mind that the same specific items may not be guaranteed.

CLEANING OF CUTLERY & CROCKERY & VASES/GLASS ITEMS

- All cutlery and crockery to be returned clean when the driver collects or when the client returns the items. A fee of 35c per item will be charged for any dirty crockery and/or cutlery.
- All vases and other glass holders to be returned clean when the driver collects or when the client returns the items. A fee of R13.50 per item will be charged for any dirty vases or glass holders.

CLEANING OF LINEN ITEMS

- Please note that all linen will be cleaned and ironed by BB Tents.

CANDLES & CANDLE WAX DAMAGE

- Please ensure that candles are not placed linen without being in a candleholder in order to avoid wax damage. Candle wax eventually leaves fatty stains which are extremely difficult to remove from the table cloths. A damages fee will be charged/deducted per table cloth for any wax and fatty stain damage. Please also be cautious when removing candles & its holder from the table cloths as it can create spillage.

LATE RETURNS

- Late returns are subject to an additional daily charge of 50% of the total hire costs.
- All goods hired out are only reserved for the period of the delivery/collection day, day of the function and collection/return dates. Any extra days will be charged for.

REFUNDS OR DISCOUNTS

- No refunds or discounts are granted for items that were hired but not used or used.
- Deposit is non refundable if function is cancelled.
- Deposit can be used as a credit, but a new date and booking has to be made within one month of cancellation

SET UP

- Please ensure the area being used for set up is cleared and ready. BB Tents will include an additional fee of R250 per hour if furniture etc needs to be moved

UPON COLLECTION/BREAK DOWN

- If set-ups are done by the Client and not BB Tents, upon collection please ensure that all hired goods are packed and ready for collection by the time the driver arrives.
- BB Tents will charge a breakdown fee of R250.00 per hour if the goods are not packed and ready for collection.
- If BB Tents set-ups up, upon collection please ensure that all hired goods are packed and ready for collection by the time the driver arrives.
- If breakdown is required by the Client, please request that the breakdown costs be included in the original quotation prior to the function. The breakdown costs will be calculated according the amount of work to be done at the breakdown.
- Please keep all containers, crates and/or boxes in good condition and place all hired items back in their boxes, crates and/or containers.
- A damages fee will be charged for damaged or missing boxes, crates and/or containers.

DATE _____

NAME _____

SIGNATURE _____

THANK YOU FOR YOUR SUPPORT