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## **TERMS & CONDITIONS OF HIRE.**

The full Terms and Conditions of Hire are printed inside the back cover of this catalogue, and on our website at [www.themesinc.co.uk](http://www.themesinc.co.uk).

## **BASIC TERMS OF HIRE.**

**DRY HIRE**- Installation and setup is NOT included, customers have four options of "Dry Hire"

1. Collection is made by the customer from Themes premises at Beckery Road, Glastonbury.
2. Delivery can be made to the customer via a third party courier (Tuffnells), the courier will simply drop off the parcel and will require a signature for receipt. Customer must check goods are received in a good condition and if any damage has occurred must mark the form accordingly when signing, Delivery will be to a ground floor loading bay only. The customer must be present to accept delivery. This service operates between the hours of 9am until 5pm Monday to Friday. No other times are available and no specific times can be given for collection or delivery.
3. Delivery can be made via Palletline for pallets or cages of props, the customer must be present to sign for the delivery and must check goods are received in a good condition before signing, please ensure if damage has occurred that this is clearly marked on the signed form. Delivery will be to a ground floor loading bay only. Please ensure you have the facilities to unload a Pallet. This service only operates Monday –Friday between 9am until 5pm, specific delivery/ collection times are not possible.
4. Delivery can be made via our own vehicles, this is to ground floor loading bays only, assistance must be provided to the driver to unload and reload, failure to assist the driver will incur penalty charges\* or refusal of delivery\*\*. Note it is the customer's duty to ensure props are ready for collection in the same condition as delivered (ie packed down and with protective covers). Normal delivery times are Monday- Friday 9am until 5pm, outside of these times and weekends are possible at additional costs, please telephone for details.

Goods can be returned to Themes Incorporated Ltd in the same manner as above, clients are responsible for repackaging of the props in the same condition as they were delivered (ie they are packed into boxes, with protective packaging or strapped onto pallets), in addition the hirer must be present to reload any collection vehicle.

**\*Penalty charges**, will be advised at the time of delivery however a minimum charge of £100 would be applied as an inconvenience fee.

**\*\*Refusal of Delivery**, this will happen if the items to be unloaded are unmanageable for one person to unload, whilst this would always be the last resort as we strive to deliver all items, we are not prepared to infringe Health and Safety rules and manual handling regulations.

## **Customer requirements for Hire:-**

- Customers collecting hire must bring photographic ID when collecting goods.
- Hirers must be in full time employment.
- Payment will be accepted by the hirer in person via Credit/Debit Card
- We will not accept a third party collecting goods on behalf of the hirer.
- Sound and Lighting items will not be shipped via third party couriers (ie option 2 and 3 above) unless the company or individual has dealt with Themes Incorporated on several occasions previous.

## **INSTALLATION SERVICE-**

This service covers our staff installing and de-rigging the items for your event, or at a convenient time (to be advised at the time of booking) our staff will return and remove all the items leaving the venue in the same condition as it was found.

Please note that our staff are experienced in the installation of props to create the maximum impact with the items, whilst our hire co-ordinators will work with you prior to the event to provide plans and layouts, our Installation staff may, on arrival, change the layout due to unforeseen circumstances or to create a better effect.

Charges for this service vary on the quantity of staff required, the times for installation and removal and the distance travelled, this can all be confirmed at the time of quotation.

**NOTE:** We do not offer a part installation service- this is when the client (Hirer) offers to assist one of our members of staff during installation or de-rig. We only offer full installation or DRY hire.

## **DELIVERY & COLLECTION TIMES:**

Delivery and collection times are Monday to Friday between 9am and 5pm (a four hour time frame applies on our standard service), if specific times are required then additional charges apply, please discuss at the time of booking. Weekend and out of ours delivery/collections can be made and incur additional charges please enquire to the charges at the time of booking. Whilst every effort is made to deliver items on time we are subject to traffic congestion or other hazards which are out of our control. Timed deliveries/collections will be subject to a one hour window.

## **INSURANCE:**

Full details of insurance is found in our terms and conditions of hire (section 6)

In summary the Hirer is responsible for the value of the goods and should ensure they have adequate Insurance for goods on "Dry Hire" from the point in time of collection from our premises, delivery by a third party or delivery by our vehicle until the return of the goods to our premises, collection by a courier or collection by one of our vehicles. The value of the goods will be shown on the Hire contract. For items being installed by our staff, the Insurance of the goods passes to the hirer once our staff leave the premises or venue after installation, until they return to dismantle the goods, the hirer must ensure they have adequate Insurance in place to cover the cost of the goods as shown on the Hire Contract. Insurance should cover Fire, Theft and damage.

## **PRICING:**

1. All prices quoted are subject to the standard rate of VAT.
2. All prices are based on a maximum of one week hire, additional weeks hire will be subject to a 50% discount from the original hire fee.
3. Installation and setup is not included in the basic hire price.
4. Hire charges are payable even if the items are returned as unused.
5. A non-refundable deposit is required at the time of booking to secure items (see full T&C's for details)
6. All props are "used" and therefore reasonable signs of wear and tear will show as they are continual hire items.
7. All damages and shortages on the return of hire will be charged for, please ensure items are returned in the same condition as hired.

Please refer to our full Terms and Conditions of Hire which can be found on our website and are available on request.