

Candelabra hire

Terms and Conditions of Hire

Please read carefully.

1. If any details are incorrect on your Booking Form, Confirmation of Order or Final Invoice then please contact **Candelabra Hire**. Any bookings that are not carried out due to incorrect information on booking forms will require full payment.
2. All candelabras must remain at the venue to which they have been delivered at all times.
3. If candelabras are hired through a venue on behalf of a Bride and Groom or Client, it is the venue's responsibility to ensure that clients have read and agreed to our Terms and Conditions of Hire.
4. Please note that cancellation by the customer less than three months from the event date booked will require full payment. Any cancellations by the customer outside of this time will unfortunately result in the loss of your deposit.
5. **Candelabra Hire** will require an exact amount of candelabras needed when the booking is placed. However we do understand that it can be difficult to predict exact guest numbers and slight adjustments will be allowed to your booking up to two weeks before the event, but cannot guarantee that a sudden increase in numbers can be accommodated.
6. A 25% deposit is required within fourteen days to secure all bookings. A booking can be provisionally made at the discretion of **Candelabra Hire**, but cannot be guaranteed until a deposit has been received. **Candelabra Hire** reserve the right to release any date if no deposit is received after fourteen days. No booking is valid without a returned signed booking form.
7. The total number of candelabras that we supply to your venue is the number that we expect to collect after your event. On collection all candelabras will be checked and counted. If any candelabras are found to be missing then we will ask your venue to confirm the count and the main contact will be issued with an invoice to replace the missing item(s), at a cost of £100 per candelabra. The main contact is responsible for the safe keeping of all candelabras before, during and after use. **Candelabra Hire** will collect all hired items the day after the event from the event location. **Candelabra Hire** aim to deliver and collect the hired items at a time most convenient to the venue and other service providers.
8. All outstanding payments are due **four weeks prior** to the booked event. If payment is not received **Candelabra Hire** cannot deliver your candelabras and your deposit will be forfeited. It is the main contacts responsibility to ensure that all payments have been sent and received by **Candelabra Hire**.
9. It is the main contacts responsibility to ensure that the hired items are fully covered by either their own insurance or the venue's insurance with regard to public liability risks and indemnify **Candelabra Hire** in respect to any claims made by any person for the death or personal injury caused by or in conjunction with the use of our candelabras.
10. Standard cleaning of the candelabras are included in our prices, which includes the removal of small amounts of wax. We highly recommend ordering your candles with us as we supply specific candles to fit the candelabras which will minimise any dripping. Any heavy wax deposits or damage from floral wire/arrangements, or damage through mistreatment ie: dents, scratches or missing parts will be the responsibility of the main contact who will be charged accordingly. **A refundable damage deposit of £100 will be required on payment of your final invoice for this purpose, which will be refunded immediately after your event.**
11. At all times during the event the candelabras remain the property of **Candelabra Hire**.
12. **Candelabra Hire** operate a minimum number policy of six candelabras for events held during May, June, July, August and September. An additional charge of £25 will be added for orders under six during these months.
13. Payment of your deposit and signature on your booking form is deemed as you having read, understood and accepted these terms and conditions.
14. A £30 delivery charge (within a 40 mile radius) will be included on your invoice.
15. Any floral decorations and devices must be removed prior to the agreed collection time by **Candelabra Hire**.

