

The Sugared Rose

Vintage Hire

The Sugared Rose (TSR) - Vintage Hire Service Terms and Conditions.

Quotes - All quotes for are completed for the individual customer and based on the items required and delivery as well as extra costs such as set-up and styling services and washing up service where required. All quotes are based on a minimum 3 day hire period.

Payment - On booking your items for hire we require a 50% deposit. This deposit is non-refundable should you cancel your booking for any reason. Six weeks prior to your event you will receive an invoice for the remainder. The balance must be cleared four weeks before the delivery of your items.

Damage Deposit - The Sugared Rose requires a damage deposit to be paid on delivery of items to the value of £100. This will be refunded to you after once items are returned undamaged to the Sugared Rose.

Alterations - We are happy to make alterations to your booking but this is due to availability (i.e provided the items to want to hire/swap are available on your date). Please be aware that this may affect the balance due and your final invoice will be adjusted accordingly.

Refunds - All booking deposits are non-refundable but the damage deposit will be refunded in full on receipt of undamaged items.

Delivery - If requested we will deliver your items to your venue at a pre-arranged time. Delivery is charged based on distance and will be finalised with the initial quote. Free local (within 10 miles) delivery is offered, within the East Midlands area delivery is charged at 35p per mile and 70p per mile further afield. Quotes for any other deliveries around the UK can be provided on request. All items are delivered boxed whenever possible. In the unlikely event of a late delivery (after the start of the wedding breakfast/main event), delivery costs will be refunded or compensation given at our discretion. Please be aware that we cannot be held responsible for late delivery due to extreme traffic delays or other factors beyond our control.

Accidental Damage - Please be aware that some items such as china are extremely fragile by nature and difficult to transport. Although the upmost care is taken to ensure they are transported carefully by us, accidents can happen during delivery or set up. In these unfortunate circumstances every effort will be made to repair/replace the items at the venue. It is at discretion of The Sugared Rose to offer compensation. We cannot be held responsible for any damage incurred once items have left in the care of The Sugared Rose.

Vintage item hire - We ask that all items are returned to The Sugared Rose by prior arrangement a maximum of 3 days after the event. This is because we may need it for another client. If items are returned damaged or with pieces missing you will forfeit your damage deposit and depending on the amount of damage may still be charged further. Protective boxes and wrapping are provided when you hire items and they MUST be returned in these boxes. If you are only hiring a small item(s) and do not require us to deliver/collect and choose to return this/these items via the postal system they must packaged appropriately. The Sugared Rose takes no responsibility for any damage caused by couriers or Royal Mail and you may be charged for a replacement if the damage is severe.

Washing up service - The Sugared Rose offers a washing up service for china and glass items used for food and drink consumption. This is a chargeable service and should be agreed by prior arrangement at the time of creating your quote. All items to be included in the service are to be returned to The Sugared Rose scrapped of all food remnants and all liquids to be poured away/disposed of prior to packing back into the boxes provided by TSR.

Complaints - If you have any comments or concerns regarding your booking please notify us before delivery so that we have the opportunity to rectify in time for your event. All other concerns should be made in writing and evidence of the faults must be provided. A refund or amount of compensation will only be considered if there is evidence of the issue and will be given at the discretion of TSR.

Photography -The Sugared Rose reserves the right to take photographs of your event if providing a set-up/styling service in addition to the vintage hire items. We also reserve the right to use our own photographs of your event for marketing and advertising purposes. Please note that photographs will not be displayed on any website or social blog until after your event has taken place.

Terms and conditions are subject to change.

Thank you for choosing The Sugared Rose.