



Glamp & Tipple Terms and Conditions Mobile Service

Definitions

'**Company**' means 'Glamp and Tipple Ltd' whose head office is 18 New North Road, Attleborough, Norfolk, NR17 2BJ

'**Client**' is the person hiring the equipment from the company. The Client must be a minimum of 18 years old.

'**Equipment**' is classed as any materials specified in the invoice.

'**Hire Charge**' is the amount payable by the Client to the Company as specified on the invoice.

'**Invoice**' is the form issued by the Company to the Client requesting payment for the booking and containing details of the equipment booked and period of hire.

'**Period of Hire**' is the period between completing the set up of the equipment and the dismantling as agreed between the Client and Company at the time of confirming the booking.

VAT Registration Number 359 3875 45

Company Number 12890605

**THE CLIENT IS STRONGLY ADVISED TO TAKE OUT SUITABLE INSURANCE.
THE CLIENT WILL STILL BE LIABLE TO PAY ANY MONIES OWING IF THE
EVENT FOR WHICH THE CLIENT HAS BOOKED EQUIPMENT FOR IS CAN-
CELED OR POSTPONED FOR ANY REASON.**

General

These terms and conditions apply to all contracts entered into between the Company and the Client unless expressly stated otherwise by the Company and upon payment of the deposit the Client is deemed to have accepted them.

All bookings are only considered confirmed and dates will only be held once the deposit has been received by the Company.

All bookings are dealt with on a first come first served basis.

1. BELL TENT/GLAMPING BOOKING CONDITIONS

Quotes are provided on the basis that a booking is not confirmed until a deposit has been received from the client.

A non-refundable deposit of 30% of the total booking cost is payable on confirmation of the booking.

The balance is payable 1 month before the event date.

Bookings received less than 1 month in advance of event date will require full payment at the time of confirming the booking.

Notice of cancellation of the booking by the Client must be provided to the Company, in writing, not less than 1 month prior to event date.

Cancellation of less than 1 month prior to your event date will result in 100% of the booking charge being forfeited.

A fully refundable security deposit of £100 per tent will be taken, by card, on the day of set up.

The security deposit covers damage, breakages or extra cleaning that may be required. This will be returned within five - ten days of collect, minus deductions if applicable, which will be fully itemised.

No confetti balloons or bombs to be used inside the tents.

All rubbish and any recycling must be removed from the tents by the Client.

If evidence of smoking inside tents is discovered the Company will retain the full security deposit.

Any vomit/urine found in the tents will result in a minimum charge of £50 to the full security deposit being retained for the cleaning of the equipment.

The Company accepts no responsibility or liability for any damage or theft of any property left in tents or the duration of the hire period.

The number of campers per tent is detailed on your booking form, no additional campers are permitted unless by prior arrangement with the Company.

Upon collection if the tent or any furnishings therein be found to have been damaged then the following charges will be invoiced to the client:

- a) damage to the tent itself up to £1000 dependant on whether the damage is repairable or whether the tent needs to be completely replaced.
- b) damage to furnishings, fittings and decorations up to £100 per item

Delivery, Set Up and Collection Charges

At the time of quote Glamp and Tipple will include a fee for delivery, set up and collection of the set up.

Space Required for Bell Tents

4m requires a 5/6m area of flattish grass

5m requires a 6/7m area of flattest grass

Please note it is your responsibility to ensure that there is enough space and easy access for the tents to be erected. There will be no refund given for bookings where the space is insufficient for the tent that has been booked.

Artificial Turf

It is possible to erect our tents on artificial turf however, it is important that clients understand that there is the possibility that the pegs used may leave marks in the turf. This is the client's decision to make and Glamp and Tipple Ltd cannot be held accountable for any damage caused.

Airbed/Camping Beds

Glamp and Tipple Ltd will not be responsible for any loss of air from any airbeds during the hire period. The airbeds will be fully inflated at the beginning of the hire, but due to factors such as temperature, amount of usage, and length of hire, airbeds may lose air and deflate slightly. It is recommended that the Client has a suitable pump somewhere on site to 'top them up' if required.

Keeping Warm

Glamp and Tipple Ltd cannot be held accountable for any inclement weather during your hire period and no refund will be given if the client chooses not to use the tent as planned. You are welcome to hire electric heaters from us at any time if you feel you will need them (the client must provide an extension lead for the use of these).

Clients are able to provide their own heaters if they wish but they must be electric and in good working order. Any damage caused by a heater to any of the glamping equipment will be charged to the client in order for the damaged items to be replaced.

It is the client's responsibility to ensure the following:

1. Suitable thick and warm duvets and pillows are provided (we recommend using a winter duvet all year round)
2. Suitable winter PJs/Onesies are recommended along with thick fluffy socks, slippers and dressing gowns
3. Client's should have extra throws/rugs available in addition to the ones we provide
4. Client's should provide their own hot water bottles if desired
5. Client should provide an extension lead

Site Conditions

(a) The Hire charges are based on the assumption that the site is a flat level firm ground with easy access for motor transport, and that no drains, cables or other services are buried beneath the surface or otherwise concealed. The Hire charges do not include any making good or repairing of damage to the site.

(b) The Client is required to provide the Company with either a plan showing the position in which the tents or equipment are to be erected or should have a representative on the site for that purpose. In the absence of a plan showing the position in which the tents or equipment are to be erected the Company will erect the tents or equipment where they deem appropriate and shall be deemed to have completed the contract.

(c) The Client should never presume that any other equipment is included in the Hire other than what is stated in the Company's booking forms and related website, specific to their booking.

(d) The Client is required to select a site that is not susceptible to bogginess or has poor drainage. Any flooding caused is the responsibility of the Client.

(e) The Client must ensure that any obstructions to the site are removed before The Company arrives. This includes plants, shrubs, trees, vehicles and other materials. The Company reserves the right to apply a discretionary surcharge if obstructions prevent work from commencing.

(f) The Client must consider and is responsible for making suitable arrangements for access by people with disabilities and emergency services

(g) Appropriate provision of parking must be supplied and all parking costs (if any), must be paid for by the Client in advance of The Company arriving on site.

4. DELAY OR FAILURE BY THE COMPANY TO COMPLETE THE CONTRACT

The Company will use its best endeavours to supply the Client with the equipment ordered but where this is not possible the company will notify the Client as soon as possible with any alterations to the design and specifications of the equipment and where alteration is fundamental the Client may terminate this contract and any deposit paid will be refunded.

5. PAYMENT

Payments must be made in accordance with the terms stated in the Company's quotation and payment conditions.

6. LOSS OR DAMAGE

(a) The Client shall during the period of Hire be responsible for the maintenance and safe custody of the Company's equipment from completion of erection until dismantling.

(b) The Client must be satisfied with the equipment before use and should notify the Company of any miscounts, incorrect deliveries or unacceptable equipment before use.

(c) The Client shall leave the Equipment in a clean and tidy state, a reasonable surcharge will be applied for cleaning if it is not and will be deducted from the damage deposit and / or charged directly to the Client.

7. INSURANCE

The insurance provided by the Company covers the equipment against: Theft, Vandalism, Fire and explosion, Storm and tempest.

The risk for any exclusions under the Company's insurance passes to the Client on delivery of the Equipment.

8. EXCLUSIONS FROM INSURANCE

Exclusions include but are not limited to:

- (a) Furniture
- (b) Insurance excess – The insurance cover excludes the first £250 of any claim and this is payable by the Hirer.
- (c) Cover only applies to equipment that is delivered by the Company and does not include any equipment provided by a sub-contractor, unless invoiced by the company.
- (d) Disappearance, Unexplained or inventory shortage
- (e) Consequential Loss
- (f) Acts of fraud or dishonesty by any party to whom the property insured has been entrusted or hired.
- (g) Any breach of the Company terms and conditions as herein stated will negate the insurance policy
- (h) The Hirer is to keep the Equipment on site at all times and not attempt to move the equipment to any other location without the Company's prior written consent; to keep the Company fully informed of all material matters relating to the Equipment; not to use the equipment for any unlawful purpose.
- (i) Failure to report the loss or damage arising from fire, theft or vandalism to the police immediately upon discovery and to the Company within 24 hours.

9. THE CLIENT'S RESPONSIBILITY

- (a) The Client should not enter the equipment whilst the Company is erecting it.
- (b) The Client should keep any part of a tent completely closed and secure while not in use during the period of Hire.
- (c) The Client should not tamper with the structure or any part of the equipment
- (d) The Client should not use any lighting, heating, cooking or other gas or electrical appliances of any kind, other than what is provided for and appropriate to use, inside the Company's tents without the previous consent in writing of the Company. No cooking or use of gas appliances of any kind should be used inside the Company's tents.
- (e) The Client is responsible for any damage and loss caused to the equipment regardless of culpability, and therefore should the security deposit be insufficient to cover costs incurred by the Company, the Client will be liable for all costs associated with this damage.
- (f) Any naked flames used on site in proximity to the tent are entirely at the Clients own risk.
- (g) No animals are allowed inside the Company's tents, without the previous consent in writing of the Company.
- (h) No smoking is allowed inside the Company's tents.

(i) The Client agrees that the Company, its Agents, Officers or Employees, accept no liability for any personal injury or damage to any persons or property suffered during the period of your usage. Your statutory rights are not affected.

(j) Barbecue equipment or open fires outside are to be placed a minimum of eight feet from the tent and not left unattended whilst in use.

(k) In certain circumstances, such as the use of private land, The Client is responsible for giving notice to or obtaining permits from any authorities who are or may be concerned and must take application where necessary to the Planning Authority, District Surveyor, Police, Fire Brigade and any similar authority or organisation. Any costs incurred in delays or modifications in the work arising from the absence or misrepresentation of all such necessary permissions and permits shall be payable to the Company by the Client. Where appropriate obtain a license from the Local Authority. Any requirements under the license must be notified to us in writing, at least 28 days prior to erection. Should the Company for any reason be unable to comply with these requirements, then the Contract will become void and the customer advised accordingly.

(l) The Client will be responsible for any additional costs incurred to the company as a result of any booked equipment not being able to be erected/laid due to incorrect measurements, varying height levels or undisclosed site complications of which the company were not informed in writing.

(m) The Client will be responsible for any costs incurred by the company due to changes being requested once the erecting of tents has begun.

10. OWNERSHIP

All equipment remains at all times the property of the Company.

11. LIABILITY TO THIRD PARTIES

The Company will not be responsible for and the Hirer will indemnify the Company against all claims for the injury to persons or loss or damage to property howsoever caused unless it be proved that such injury or damage was caused by negligence of the Company.

12. ERECTION AND DISMANTLING

The Company normally provides labour for the erection and dismantling and the cost thereof is included in the Hire charges.

13. ATTENDANCE

The Hire charges do not include attendance by the Company's workforce, employed or sub-contracted, except during the actual processes of erecting and dismantling the tent age.

14. FORCE MAJEURE

The Company will not be liable for any: Act of God including but not limited to tempest, fire, flood, storm or natural disaster; War, civil war, sabotage or act of terrorism; Government sanction, Global Pandemic, embargo, import or export regulation or order; Labour disputes, including strikes, lockouts, boycotts or other industrial action; Failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication services.

While every effort will be made by the Company to carry out any booking accepted, however, the full performance of it is subject to variation or cancellation by the Company consequent upon Act of God, War, Strikes, Riots, Lockouts or any other disturbances. Fire, Flood, Storm, Gale or Tempest restrictions on the use of Transport, Fuel or Power. Requisitioning Storage of material or transport or labour or any other cause beyond the control of the Company.

This contract will be governed by the laws of England and Wales and the exclusive jurisdiction of the Courts of England and Wales.

15. OTHER

The Company reserves the right to amend their website and terms and conditions at any time, without prior notice, the Client obligations not being limited to the above.

The contract will be terminated in the event of non-payment, or if there is a breach of the terms and conditions.

If any clause is deemed invalid it will not affect the rest of the terms and conditions.

16. ENTIRE AGREEMENT

This contract constitutes the entire agreement between the Company and the Client. No verbal representations or arrangements are recognised by the Company.

Nothing in this agreement shall exclude or in any way limit:

- (a) either party's liability for death or personal injury caused by its own negligence;
- (b) either party's liability for fraud or fraudulent misrepresentation; or
- (c) any other liability which cannot be excluded by law.

This agreement sets forth the full extent of the Company's obligations and liabilities in respect of the equipment and its hiring to the Client. In particular, there are no conditions, warranties or other terms, express or implied, including as to quality, fitness for a particular purpose or any other kind whatsoever, that are binding on the Company except as specifically stated in this agreement. Any condition, warranty or other term concerning the equipment which might otherwise be implied into or incorporated within this agreement, whether by statute, common law or otherwise, is expressly excluded.

A bookings may only be deemed valid once the Client is in receipt of a booking confirmation from the Company. The Company will provide a booking confirmation subject to availability and on receipt of a fully completed booking form with a deposit from the Client. Should the Company not have availability then the deposit will be returned to the Client.