



RENTAL TERMS AND CONDITIONS

01. Property Ownership & Responsibility

All equipment and hire items are the property of The Proper Props Shop and remain so at all times throughout your hire.

02. Payment Terms

Payment of your invoice is deemed an instruction of your booking **and agreement to the terms and conditions set out below. Our quotes are valid for 7 days.**

03. Standard Hire Period

All standard hires are based on a total of 1 week. Please note that our standard delivery and collection hours are between 09:00 and 17:00 Monday to Friday.

04. Extended Hire

Extended hire will be charged for each additional week.

05. Failure to Pay for or Return Items

If any items are not returned in the agreed time and we have not made an arrangement with you, you will be charged 50% of the week's hire value for each additional day the items are away from us. If items are not returned in the agreed time and this impacts another booking, you will be liable for the full value of the second booking, including the VAT of any repairs done & any delivery charges applicable. If items fail to be returned after an extended period of time (deemed so at our discretion), you will be liable for the full replacement value and we will exercise our right to pursue you legally for this cost.

If an agreement has been made to accept late payment, but a final payment deadline has passed, or if failure to pay a damage invoice has taken place, we will pass the debt on to a third party debt collection agency who add their own fees. We will then no longer hold responsibility for the collection of the debt or the fees that may be applied and you will need to liaise with the agency and pay them directly to settle the debt.

06. Hire Item Condition

You are agreeing that the items are in good condition and are as advertised. No complaint on the condition or quality of the items will be valid at a later stage if concerns have not been raised, or if inspection has not occurred before signing this statement.

Breakages, missing parts & damages to items will be charged according to the full replacement value.

Unless agreed by us in advance, all props are for indoor use only; any items used outside are done so entirely at the hirer's risk.

07. Delivery & Collection

Please note that our standard delivery and collection hours are between 09:00 and 17:00 Monday to Friday and typically take place the day before and the day after your event.

If delivery and collection have been selected, hired items must be available for collection at the delivery address, unless otherwise agreed. Items must be collated and must not be left in an unsecured or unattended location.

If you selected customer pick up, we are assuming you have measured available space in your vehicle and taken into account the need for securing the items, alongside bringing protective material to avoid any damage in transportation.

08. Risk Assessments & Safety

We are not responsible for any injury or damage to animals, property, persons or objects arising from the use of any equipment under hire. We shall not be liable for any direct, indirect or consequential loss, damage or additional costs that may arise as a result of the use of our hire items.

09. Extreme Circumstances / Force Majeure / Cancellation by Us

In the event of extreme weather or road conditions that result in us being unable to safely deliver or collect the hire goods, we reserve the right to alter the arrangements for delivery or collection and shall not be liable for any losses or costs to you that may arise as a result.

We reserve the right to cancel in extreme circumstances that make your hire unviable for us, up to and including the day of your hire. We are the ruling party on deciding if the hire is unviable and we will not be liable for any compensation or additional costs you may incur as a result of our cancellation, however, a full refund will be issued.