



LUXE Soirées

DIY HIRE TERMS & CONDITIONS 2022

Quote

Luxe Soirées quotes are valid for a period of 7 days from issue. Acceptance of the quotation is subject to written confirmation. There is no minimum hire amount.

Deposit

In order to secure your hire items, a non-refundable 20% deposit must be paid within 7 days of receiving your final quote. Failure to do so may mean that your hire items are no longer available. The final balance is due 14 days before the event date. If you make a booking less than two weeks prior, the full amount will be required before your booking is confirmed.

Cancellation

Any cancellation of a hire order less than 4 weeks prior to event will result in the loss of the 20% deposit placed to confirm hire. Changes to hire are limited to 10% of the total hire value.

Use of Equipment

Luxe Soirées shall not be liable for any loss or damages arising out of the overloading misuse or abuse of the equipment by the Customer. The Customer shall be responsible for gaining the approval to use equipment in public places from relevant local authorities.

Collection and Drop off of hire items

Hire items can be collected from 9 am onwards on the day of hire and must be returned the following day by 9 am unless otherwise stated. Failure to adhere to these time frames will result in the customer being charged the standard hire rate for items not returned. No refunds will be issued for the early return of equipment.

Should the Customer want to extend the hire period for more than 24 hours, they must gain approval at the time of booking or within 48 hours prior to the event date.

Upon collection, you will need to sign an agreement to confirm the condition of your items and that you will cover the cost of any loss or damages that occur during your hire.

Losses and Damages

Any loss or damages to hire items are to be immediately reported to Luxe Soirées. Hire items will be checked upon return and assessed for any damage. The Customer will be responsible for any costs incurred to clean, repair or replace any items that are damaged. This is at the discretion of the Luxe Soirées team. Any costs incurred from loss or damages will be charged to the Customer.

A hand is shown pouring champagne from a bottle into several glasses. The champagne is being poured into a large flute glass in the foreground, with other glasses visible in the background. The scene is set against a bright, warm background, possibly a sunset or sunrise, creating a festive and elegant atmosphere.

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Bond

A 20% bond is required with the payment of your booking. Once your items have been assessed for any loss or damages upon return, your bond will be refunded to your nominated bank account within 7 days. If there have been any loss or damages, the cost of this will be communicated to you and will come out of your bond. If there is excess bond, the balance will be refunded to you. If there is not enough bond to cover the damage cost, you will be invoiced for the remaining amount which will be due 7 days after receiving the invoice.

Covid

Any cancellation of a hire order due to COVID-19 less than 4 weeks prior to event will result in the loss of the 20% deposit placed to confirm hire. In 2022, we are aware of the nature of COVID-19 and that restrictions could change and borders close at any given time. By making a booking, the Customer confirms they are also aware of this and are accepting of the associated fees. You may also postpone your hire and transfer your booking to a new date. This is at the the discretion of Luxe Soirées and is subject to availability.