

Glitter Star

General Terms and Conditions of Hire and Service

Definitions

For the purposes of these terms and conditions the 'hirer of the equipment' or the 'receiver of the service' shall be referred to as the "Customer".

The owner and supplier of the equipment or service shall be referred to as "Glitter Star".

Equipment means all items that are hired and collected by the customer or delivered by Glitter Star to the customer whether or not the items have been paid for.

Service means the professional service such as but not limited to decoration, design or set up provided by Glitter Star as part of the order.

Making a booking

A non-refundable initial payment as quoted by Glitter Star is to be paid by the Customer to secure the booking. The initial payment will form a part of the total service fee. Depending on your order, this may be a portion of the full invoice or we may request you to pay the full invoice upfront. The payment can be made via bank transfer, cash or PayPal link (surcharge apply).

Booking is not confirmed until the customer pays the deposit.

By making the initial payment (Deposit), Customer accepts the order and agrees to this general terms and conditions of service or any other term stated as part of quote.

Security Bond

Glitter Star reserves the right to request a security bond to cover any equipment. The bond and amount will be determined by individual booking requirements. Any damaged, missing, very unclean items will be charged at full replacement cost and/or cleaning cost, this will then be deducted from the bond amount. Should this amount exceed the total bond amount on hold, the customer will be responsible to pay any balance owing.

Security Bond is payable at the time of collection by Customer or delivery by the Glitter Star.

Security bond refunds may take up to one (1) week to process following an event.

COVID-19 POSTPONEMENTS AND CANCELLATIONS

Subject to availability, Glitter Star will work with customers for all secured bookings that require rescheduling due to Covid-19 Government restrictions.

All secured bookings that cancel are subject to the below cancellation policy:

For hire only orders, Glitter Star will be happy to cancel the order and refund the deposit.

For Services including decorations that may require purchase of flowers or other material, the cost of material will be deducted from customer's paid deposit and the balance will be refunded to the customer.

For items that have been already delivered to the customer, Delivery Fees are not refundable!

Payment

Full order amount shall be paid on the day of service.

For hire only items with delivery, full amount is payable on the day before delivery.

For customer pick up orders, full amount is payable at the time of pick up.

For services, full order amount is payable on the day before the day of the service.

Cancellations Policy:

Orders Cancelled Prior to 7 days of Event date (delivery date of the equipment or service provided by Glitter Star or Pick up date of equipment by Customer), 50% of the service fee will be deducted from payment made by customer and balance will be refunded.

Orders Cancelled within 7 days of Event date (delivery date of the equipment or service provided by Glitter Star or Pick up date of equipment by Customer), 100% of the Service fee will be deducted from payment made by Customer.

Same conditions as above applies even if Customer wish to postpone the event to a future date.

Cancellations of bookings/events due to weather shall still be subject to the cancellation policy above. Glitter Star is in no way responsible for intemperate weather that may cause the customer to cancel their booking.

DAMAGE, LOST, STOLEN OR UNCLEAN EQUIPMENT

Upon delivery of the equipment and until the return of the equipment to Glitter Star's premises the customer has full responsibility of all equipment hired. The customer will pay full replacement cost of any equipment damaged, lost or stolen. The customer will pay any repairing costs to damaged equipment. Any damaged equipment will be decided by Glitter Star if it can be repaired or require replacement. Burns, holes, tears, water damage or other similar damage to equipment shall be replaced at full cost to the customer.

All goods are to be returned in a clean and dry condition. Any equipment returned unclean by the customer to Glitter Star, the customer shall pay Glitter Star the full cost of returning the equipment to a clean condition.

The customer shall protect the equipment from the elements during the time of hire. In poor weather conditions storage of the equipment may be necessary and is the responsibility of the customer to see that the equipment is stored safely. Any equipment damaged from weather is the full responsibility of the customer and shall be paid at full replacement cost to Glitter Star.

Glitter Star's equipment shall be delivered to the customer in a clean and well-maintained condition. It is the customer's responsibility to notify Glitter Star should the equipment not be in a satisfactory condition at the time of delivery or pick up. Otherwise any damage or uncleanliness of equipment shall be deemed the customer's accountability.

The customer agrees to return all equipment to Glitter Star by the due date or additional hire fees will be charged.

All goods are to remain at the customer's address as advised on the booking unless written consent is given by Glitter Star.

CUSTOMER PICK-UP AND RETURN

Customers must pick up and return the hire items at the time agreed by Glitter Star.

Customers are to ensure ropes, protective blankets and or tarps are brought with them to ensure the safe collection of hire items.

Loading and Unloading of the hire items is the responsibility of the Customer. Glitter Star shall not load or unload the Hire items into the Customer's vehicle(s). If the Customer require any assistance to load / unload the hire items, Customer acknowledge that any damage caused to the Customer's vehicle as a result of loading / unloading of the items by Glitter Star, Glitter Star shall not be held liable for the damage.

DISCLAIMER

Glitter Star shall in no way be held responsible or accountable for any injury, death or loss of income caused to the customer, any third parties or properties due to the hire of equipment or provided services by Glitter Star.

No warranty is given by Glitter Star, nor is Glitter Star liable for any damage or harm whatsoever in respect to the equipment except through the wrongdoing of Glitter Star.

The customer is required to grant access to Glitter Star and to their equipment when called upon to do so for repair and or examination, or in case of customer default, removal of goods and or equipment may apply.