



# Stretch & Co.

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## TERMS AND CONDITIONS

1. In this document: You and your means the customer. We, us, and our, means Stretch & Co.
2. No contract is in place between Stretch & Co. and the client until the full deposit has been paid, the terms and conditions have been signed, and the client has received confirmation from Stretch & Co.
3. This contract determines the complete and full agreement between the client and Stretch & Co. and supersedes any verbal agreement.
4. The date of booking agreed cannot be changed from the agreed unless pre arranged and requested by us.
5. A 25% non-refundable deposit is required to secure your booking.
6. Full payment must be made 14 days prior to the date of set up.
7. If full payment is not received 14 days prior to set up, Stretch & Co. reserves the right to terminate the contract.
8. Cancellation fees will be charged at a rate of 50% within 28 days of setup date, more than 28 days will require a cancellation fee of 25% (deposit)
9. If problems with the site arise before the set up date, we may increase the cost of set up due to the extra cost to us of dealing with the new issues.
10. A site plan or detailed description must be provided by you and any details of sewerage, power, underground services. If these are not detailed and affect the operation or we cause damage to these services, we will not be liable.
11. We will not be responsible for any damage caused by the installation of our hire equipment in the location provided. This includes but is not limited to holes or indentations caused by our pegs and poles in the ground or surface provided, damage to the grass due to lack of sunlight, pooling of water due to drainage issues, and any other issues arising at the location due to the installation of our marquees.
12. You are responsible for the care and safety of our equipment while it is at your location.
13. You are liable for any damages and must pay in full the repair costs for any damage to our equipment.
14. While our equipment is with you, you are liable for loss, theft, damage, or destruction and will be liable for the full cost of repair or replacement.
15. We may cancel the contract due to weather conditions putting our equipment at risk of damage.
16. We will not charge you if the contract is cancelled due to weather conditions.
17. We reserve the right to disassemble the tents if already erected in the case of severe weather.
18. You must not enter the building site during installation unless accompanied by a Stretch & Co. employee.
19. You must give access to the site on the set up and disassembly dates and provide access passes if required.
20. You must allow a member of Stretch & Co. to attend the function if need be to maintain our equipment.
21. You must not alter or adjust the tents or any of the hire equipment unless with prior approval from us.
22. You must not attach anything to the tent or rigging.
23. You must not operate open fire, heating, or equipment that may damage our hire equipment unless given prior approval from us.
24. Any change to the contract must be given to us in written form.

By signing these terms and conditions you acknowledge you have read and agree to them.

Customer signature:

Date: