

Terms of Hire

Terms and Conditions

Legal Terms

By placing an order, you agree to be bound by these terms and conditions and, where appropriate, any other terms and conditions, guidelines or rules applicable to other products or services. If you do not agree with any part of the following terms and conditions, you must not place an order.

We reserve the right to make changes to these terms and conditions at any time.

General

Equipment remains the property of The Dining Room.

Our standard rate period is 3 days only. Any additional days will be charged.

Losses or breakages will be charged at current purchase cost price.

Crockery and glassware returned chipped will be charged as broken.

Crates will be charged for if damaged or lost.

It is admitted that the person signing the delivery note had the opportunity to inspect the hired equipment and confirm everything received is in good condition.

No substitute items will be accepted under any circumstances for losses or breakages.

The Dining Room reserves the right to change any price given 28 days notice.

Deliveries & Collections

Deliveries and Collections are quoted for door to door service. The charge is 80 pence per mile for deliveries and 80 pence per mile for collection. There is no charge if you collect and return.

An additional charge will be imposed in respect of waiting time should the driver be unduly delayed or detained during delivery or collection.

We will make every effort to effect delivery and collection at the times indicated on the order. Removal of the equipment will be effected as soon as possible, but equipment cannot always be collected immediately after use from all locations.

Please do not wash any of the items. This is included in the price.

Cancellation Terms

Cancellations must be made by email, letter, or personal contact.

All items upon confirmation of order are booked for you. Items and quantities may not be altered within 24 hours of the delivery date. If a confirmed order is cancelled or substantially changed, you will be charged:

20% of the total hire cost if cancelled within 14 days of the delivery date

40% of the total hire cost if cancelled within 7 days of the delivery date

100% of the total hire cost if cancelled within 24 hours of the delivery date

However, where possible an alternate day will be arranged at no cost.

Payment Terms

We require a 100% refundable deposit (cheque or BACS) on a confirmation of order or a 100% cash deposit if you are collecting. Your refundable deposit will be returned once all items are back in stock and checked. Any replacement costs of breakages, losses or damage will be taken from the deposit.

Full payment is due on delivery of equipment.