

TERMS & CONDITIONS

To our clients, please ensure that the terms and conditions on event styling and hiring are read and understood before a deposit is paid. Payment will indicate that you have read, understood and agree to the terms and conditions.

For the purposes of the document the following titles will be defined.

Tumbleweed Events

Hirer – Person/s who agreed to the below terms and are hired products from Tumbleweed Events

Items – All items hired by the client from the Hirer

1. Payment

1.1 To secure the booking date for event styling or items to be hired, the Hirer agrees to place a 25% deposit with Tumbleweed Events within 5 days of receiving their invoice. Please note – items/styling dates will not be held without a deposit.

1.2 We ask that you carefully review your order once you have received your quote/invoice and ensure you are familiar with our T&Cs.

1.3 By placing a deposit these terms are deemed to be accepted by the Hirer.

1.4 Balance for prop hire and for event styling is due two weeks prior to event.

1.5 Tumbleweed Events accepts bank transfer, cash payments, and credit cards. Bank details can be found on quotations and invoices. All payments made by credit card will incur a 1% surcharge.

1.6 A bond of \$250.00 is required when the value of hire items exceed \$1000. A \$250 cash bond or a copy of a credit card and must be taken before receiving the agreed hired items. (Debit cards will not be accepted)

1.7 All bonds will be held by Tumbleweed Events until the safe return or pickup of all items in the same condition as was hired out to the Hirer minus any reasonable wear and tear.

2. Cancellations

2.1 All cancellations need be given in writing. No verbal cancellations shall be accepted to minimize any misunderstandings.

2.2 Orders cancelled within 4 weeks of the event date will forfeit the 25% deposit and any administrative fees incurred to Tumbleweed Events.

2.3 All cancellations outside of this 4-week window prior to their event, will incur an administration fee which will be deducted from the deposit paid.

2.4 All changes or removal of items from booking can only be made 4 weeks prior to the event unless approved by Tumbleweed Events. Additions can be made at any time subject to availability.

2.5 Any bookings with third party suppliers made through Tumbleweed Events will not be included in these terms and conditions, for third party supplier terms and conditions refer to supplier.

3. Insurance

3.1 Once products have been received, the Hirer accepts all responsibilities and liabilities until they have been returned to Tumbleweed Events.

3.2 The Hirer is responsible in maintaining all appropriate policies of insurance, covering liability, property and casualty insurances in amounts necessary to fully protect Tumbleweed Events and their products against all claims, loss or damage.

3.3 Tumbleweed Events is not responsible for any injury that may occur to persons over the hire period or thereafter due to any products supplied by Tumbleweed Events whether through payment or otherwise.

4. Loss or Damages

4.1 All items supplied by Tumbleweed Events shall always be deemed owned by Tumbleweed Events.

4.2 All products are supplied to the Hirer on the bases of reasonable use within the advertised context.

4.3 Should any item/s become lost, stolen or damaged when in possession of the Hirer, the Hirer shall immediately notify Tumbleweed Events.

4.4 The Hirer agrees to pay for all products lost, destroyed, stolen, damaged or not returned to the Tumbleweed Events.

4.5 Replacement costs will be paid to Tumbleweed Events based on the current pricing and availability of the items on the market. Should no equivalent item be found by the Tumbleweed Events then the Hirer is to reimburse Tumbleweed Events the cost in cash or bank transfer at a cost set by Tumbleweed Events.

4.6 All reimbursements shall be paid by the Hirer within 48hrs of notification of damage/loss and maybe subject to late fee/extension fee if overdue.

5. Cleaning and Care

5.1 Upon completion of hiring all items must be cleaned by the Hirer. NO food scraps or liquids are to be left on items. We ask that you take care when using red wine, chewing gum, or candle wax on our linen and chairs as stains may incur a cleaning or replacement fee.

5.2 If there are any small imperfections Tumbleweed Events will advise the Hirer prior to booking.

5.3 Our items are not to be left out in damaging weather and our items are not waterproof.

5.4 If items are returned unclean, a cleaning fee of minimum \$40.00 will be charged and deducted from the bond or charged to the credit card left as security.

5.5 If Tumbleweed Events is styling your event, we will take care of the cleaning of all items.

6. Hire Period

6.1 All products are hired out on a 4-day hire basis – typically Friday to Monday.

6.2 Hirer pick up and drop off is at Unit 33, 444 The Boulevard Kirrawee NSW

Pick up Friday – 10am – 2pm

Drop off Monday – 10am -2pm

6.3 If a public holiday should fall on a Monday the Hirer must return their hired items on Tuesday. If a public holiday should fall on a Friday, the Hirer is to pick up their hired items on Thursday.

6.4 Should the Hirer fail to return the products within the allocated time frame a late fee/extension fee day will be charged at the rate decided by Tumbleweed Events.

7. Delivery & Pickup

7.1 Bump in is when the Hirer is ready to receive the items without delay.

7.2 Bump out is when items are cleaned and packed up by the Hirer and items are ready to be picked up without delay. Any delays will incur an additional charge.

7.3 Delivery is strictly a “DROP & GO” service at an easily accessible, ground level or in garage premises. Beyond these locations will incur an extra charge.

8. Extra charges may apply if:

8.1 You wish for your items to be taken beyond ground level of a building

8.2 Your event space is more than 20m from where our vehicle can park or pull up

8.3 If your items need to pass via stairs, elevators, escalators or a steep descent.

8.4 If you require a large quantity of items, a labour fee may be added to cover for staff time taken to load and unload the truck.

8.5 If you require a drop off or pick up outside the hours of 9am-5pm on Fridays and Mondays (e.g. weekends, midnight pick-ups and public holidays etc.)

8.6 Tumbleweed Events team DO NOT setup and pack down. Set up and pack down is the responsibility of the Hirer unless a set up agreement has been prearranged.

9. Prop Hire Rates

9.1 All hire rates are ONLY for the hiring of products and not for any other services.

10. Photos

10.1 The Hirer consents to Tumbleweed Events use of event photos for marketing purposes provided to Tumbleweed Events whether for profit or not.

Disclaimer – Terms & Conditions are subject to change at any time

