**TERMS AND CONDITIONS**

**Thompson Towers – Main Terms and Conditions of Hire**

**Event Bookings:**

1. All equipment remains at all times, the property of the provider.
2. When placing an order either verbally or by electronic communication, it is deemed that the customer has read, understood and fully agreed to the provider’s terms and conditions of hire.
3. A booking will only be fully confirmed once a **booking/ holding fee**(non-refundable) is received (deposits/holding admin fee can vary, up/down depending and the Equipment Hired). The Customer will receive confirmation of deposit payment and booking details forming a contract agreement.
4. **NO booking is confirmed until receipt of a booking/ holding Fee has been made. This is then taken off your final balance and is Non-Refundable.**
5. If a booking/holding fee is made to secure the date, it is agreed that the final balance will be paid**28 Days before the event**. If you exceed the final payment balance date, then your date is no longer secure and funds already paid will be non-refundable. Your date can then be released to another client.
6. A returnable bond maybe required to protect certain goods and products.

**Payments**

1. All equipment hired is subject to a booking/admin fee to fully confirm the booking. Booking fees are non-refundable as these cover travelling costs, meetings and administration. We require a minimum of 20% of the total package or items hired or a set deposit for packages.
The final balance will be payable in full **28** days prior to the event date.
2. **WE CANNOT** take payments on or after an event. We do not want to be contacting clients on the day or week of their busy events.  We believe this to be very unprofessional as we understand it is a busy time for you.
3. When placing an order either verbally or by electronic communication it is deemed that the customer has read, understood and fully agreed and is bound to the providers terms and conditions of hire irrespective.
4. A booking will only be fully confirmed once a booking/holding fee is received. The Customer will receive confirmation of booking/holding fee payment, final payment and booking details.
5. ***Payments can be made via bank Transfer or in cash on arrangement to meet at your venue.***
6. *We do not take monthly payments as per our covid policy, just in case any changes or cancellations are required, therefore no monies will be outstanding or required to be refunded by any party.*

**Date Changes and Cancellations**

1. Any change of date and time is subject to hire availability. If the alternative date and time are not available, the deposit and monies paid will be forfeited and the event cancelled.
2. If the new date is available, the provider will confirm the new event date and time and the customer will receive a new confirmation with final payment details.
3. Any cancellation will forfeit any deposit payment made.
4. **CANCELLATIONS –**Can only be made 6 months before your chosen date, therefore any monies paid over and above the deposit or holding fee, cannot be refunded due to loss of earnings and dates being held for the client.  Final payments are always paid in full 28 days before the wedding date so cannot be refunded after this time.
5. Please see our updated COVID Policy to see any changes or new advice such as cost of living crisis.

I hereby agree with Thompson Towers Events Terms and Conditions highlighted above for our event booked on:

Date:

Time:

Venue:

Signed by Name …………………………………………………………… Signature ………………………………………………

Signed by Name …………………………………………………………… Signature ………………………………………………

Signed The hirer …………………………………………………………… Signature ………………………………………..