

# Terms & Conditions – It's an Event

## 1. Contract Formation

This agreement ("Contract") is between **the Client** and **It's an Event**. It governs the provision of event hire items and services as outlined in the Client's invoice or booking confirmation.

## 2. Bookings & Quote Validity

- A booking is confirmed once the Client has paid a **non-refundable deposit of 25%** of the total invoice. Upon receipt, It's an Event will issue a written confirmation.
- All quotes provided are valid for **14 days** from the date they are issued.

## 3. Payment Terms

- **First payment (deposit):** 25% of the total invoice is due upon booking.
- **Final balance:** The remaining balance must be paid **no later than one month** before the event date.
- Clients may opt to pay the full amount upfront if preferred.

## 4. Cancellations

- Cancellation must be submitted in writing. Cancellation is confirmed when acknowledged by It's an Event.
- If the Client cancels **within one month** of the event date, the remaining balance remains payable—and the initial deposit remains non-refundable.
- If the Client cancels after It's an Event has begun work (procurement and/or effort) on bespoke/personalised items the client will still be charged for these items.

## 5. Changes to Order

- Any changes must be communicated in writing.
- Changes are subject to item availability; It's an Event cannot guarantee any alterations.

## 6. Failure to Pay

- Late or missed payments constitute a breach of contract. It's an Event reserves the right to treat the contract as terminated.
- In such cases, any payments made will be retained, and the outstanding balance becomes immediately due. It's an Event may reallocate reserved stock without notice.

## 7. Damaged, Lost, or Retained Items

- Damaged items remain the property of It's an Event. The Client will be invoiced for replacement or repair.
- Lost items will also be charged to the Client at replacement cost.
- An additional administrative charge may also be charged to the Client at It's an Event's discretion. To cover the time, delivery/fuel expenses used during item replacements or repair.
- Retained items beyond the return date may incur **daily charges** until returned.
- All hire items are used and therefore reasonable signs of wear and tear may show as they are continual hire items.

## 8. Power Supply

- Some hire items require access to a safe and reliable power supply.
- The Client is responsible for ensuring that suitable **standard 13A 240V mains sockets** are available at the venue, within a reasonable distance of the installation point.
- Extension leads must be used safely and kept fully unwound to prevent overheating.
- It's an Event accepts no responsibility for disruption, damage, or failure of equipment where adequate power is not provided.
- If suitable power is not available, It's an Event reserves the right to refuse installation of electrical items, and no refund will be given in such cases.

## 9. Flip Flop Hire

It's an Event offers a flip flop hire service for events. By booking this service, you agree to the following:

- **Hamper Hire:**
- A fixed fee is payable for the hire of the flip flop hamper, which remains the property of It's an Event.
- The hamper must be returned in good condition. Any damage or loss will be charged as per section 7.
- **Flip Flop Quantities:**
- Clients pre-select and pay for the number of flip flops required in advance.
- Flip flops must be returned unused and in their original condition to qualify for a refund.
- **Refunds for Unused Flip Flops:**
- Refunds will only be issued for pairs returned **unused, clean, in their original packaging and placed within the hamper at the time of return/collection.**
- Refunds will be processed after the items are collected and checked by It's an Event.
- Refunds may take up to **28 days to process** once the Client has provided their correct bank details.
- No refund will be given for pairs that show signs of use or damage.
- **All refunds are issued entirely at the discretion of *It's an Event*.**

## 10. Food Hygiene & Allergies

- Guests with allergies or dietary requirements must exercise caution when consuming any food items provided.
- It's an Event does **not guarantee that food items are free from allergens**, cross-contamination, or traces of ingredients that may cause reactions.
- **It's an Event cannot accept liability** for any illness, allergic reaction, or other adverse effect arising from the consumption of food items supplied.
- Once delivered or set up, it is the responsibility of the client or venue to **ensure food items are stored/displayed safely** prior to and during the event.

## 11. Changes to Terms & Conditions

It's an Event reserves the right to **review and update these Terms & Conditions** at any time. The most current version will be available on the company website.

## 12. Force Majeure

- It's an Event will not be held responsible for any failure to deliver services or hire items due to circumstances beyond our reasonable control. This includes (but is not limited to) extreme weather, natural disasters, acts of God, fire, flood, pandemic, government restrictions, power failures, transport issues, strikes, staff illness, or accidents.

## 13. Photo Release

- By booking with It's an Event, you agree that we may take photographs/video footage of our hire items and displays at your event. These images may be used on our website, social media, and other promotional materials.
- If you would prefer that no photos from your event are used, please let us know in writing before the event date.

## 14. Contact Information

- Company Name: It's an Event
- Website: [www.itsanevent.co.uk](http://www.itsanevent.co.uk)
- Contact Email: [hello@itsanevent.co.uk](mailto:hello@itsanevent.co.uk)
- Contact Phone: +44 7342 460995