



Epic Occasions LTD - Hire Agreement

Please find enclosed the terms and conditions for your hire agreement with Epic Occasions LTD. We will ask you to review and confirm you agree to the terms and conditions upon payment of your deposit. You will then be required to sign the hire agreement on the day on the hire setup.

Hire Terms & Conditions

This agreement is a legally binding contract between Epic Occasions LTD hereafter referred to as "the Company" and the person signing the booking confirmation form (hereafter referred to as "the Customer").

1. Booking, Payment, and Security Deposit

- **1.1 Booking Deposit:** A non-refundable deposit of £50 is required to secure your booking date.
- **1.2 Final Balance:** The remaining balance of the hire fee will be paid in full at least 7 days prior to the scheduled delivery date.

2. General Fire and Electrical Safety

- **2.1 Strict No-Flame Policy:** Smoking, vaping, candles, tea lights, BBQ's, matches, lighters, naked flames or fireworks are **strictly prohibited** inside the tent or within 5 metres of the canvas structure.
- **2.2 Electrical Restrictions: Electrical and Battery Restrictions:** The Customer is strictly forbidden from plugging high-power domestic appliances (including hair dryers, straighteners, kettles, or fan heaters) into any systems supplied by the Company. The Customer is strictly prohibited from bringing any personal charging devices into the tent, including but not limited to external power stations, portable phone power banks, e-scooter/e-bike batteries, or charging hubs. The tent is a completely battery-free zone for customer items.
- **2.3 Mains Power Supply:** The tent is supplied as a mains-power-free structure, utilizing only low-voltage, battery-operated fairy lights provided by the Company. The Customer is strictly prohibited from running their own electrical extension leads, mains power cables, or external generators into the tent structure.
- **2.4 Breach of Safety:** Any violation of this safety clause will result in the immediate termination of the hire agreement without refund.

3. Parental Responsibility and Supervision

- **3.1 Duty of Care and Guest Responsibility:** The Company supplies hire equipment for recreational use only. The Customer (the renting adult) accepts full legal responsibility and a strict duty of care for all minors, adult guests, and visitors utilizing the tent and equipment during the entire hire period.
- **3.2 Safe Supervision:** Children must be responsibly supervised by an adult during daytime use and setup. While children are permitted to sleep in the tent overnight, the Customer



remains fully responsible for their safety, behaviour, and wellbeing at all times, and must ensure a supervising adult is nearby (e.g., in the main residence) to monitor them.

- **3.3 Maximum Occupancy:** The maximum occupancy in the bell-tent is 6 people, the hirer must ensure no more than 6 people sleep overnight in the tent to ensure safe use of the tent.
- **3.4 Liability Exclusion:** The Company accepts absolutely no liability for any injuries, accidents, or damage caused due to a lack of adult supervision, reckless play, or the misuse of the hire equipment.

4. Sensible Food and Drink Policy

- **4.1 Permitted Items:** Light snacks and refreshments are fully permitted inside the tent.
- **4.2 Banned High-Stain Items:** The consumption of high-stain or highly messy items—including but not limited to red wine, blackcurrant/Ribena juice, chocolate fountain dips, greasy takeaway pizza, and chewing gum—is strictly prohibited near or on the bedding assembly.
- **4.3 Care of Linens:** All food and drink must be consumed sensibly while utilizing the provided low tables or trays, and must not be taken onto the main bed sheets or duvets.

5. Ground Conditions and Site Access

- **5.1 Site Prep:** The Customer must ensure that the pitching area is flat, clear of animal waste, glass, and sharp debris, and consists of natural grass lawn where stakes can be driven 30cm into the ground.
- **5.2 Underground Utilities:** The Customer must confirm that there are no hidden underground utility pipes or cables beneath the pitching area.
- **5.3 Refusal of Setup:** If the ground is found to be artificial grass, concrete, heavily sloped, or covered in animal waste upon arrival, the Company reserves the right to refuse installation, and no refund will be issued.

6. Extreme Weather and Cancellations

- **6.1 Weather Safeguards:** The Company reserves the right to cancel or modify any booking if the weather forecast predicts sustained wind speeds or gusts exceeding 35mph, or if the ground is severely flooded, making installation structurally unsafe.
- **6.2 Weather Refunds:** In the event of a weather-forced cancellation by the Company, the Customer will be offered an alternative date or a full refund of all monies paid. The Company is not liable for any secondary costs (such as venue hire or catering) incurred by the customer due to weather cancellations.
- **6.3 Severe Weather Conditions during Hire:** Customers to exit the tent in severe weather conditions during hire, including winds of up to 35mph.



7. Care of Equipment and Damage Charges

- **7.1 Ownership:** All equipment, bedding, mattresses, and decorative furnishings (including scatter cushions and outdoor flag bunting) remain the absolute property of the Company.
- **7.2 Footwear:** The Customer agrees to ensure all occupants remove outdoor footwear before entering the tent.
- **7.3 Canvas & Zips:** Tent zips must be operated gently and closed fully during rain or wind. Any permanent stains, cigarette burns, tears to the canvas, or broken zips caused by forced pulling will be billed directly to the Customer at full replacement cost.
- **7.4 Decorative Furnishings and Lighting:** All interior decorations, including flag bunting, garlands and battery-operated fairy lights, are professionally installed by the Company. The Customer must ensure guests do not pull, untie, relocate, or tamper with these items. Battery packs and wiring pose an entanglement and small-parts hazard; the Customer must ensure children are kept clear of lighting fixtures to prevent injury or damage.
- **7.5 Bell-Tent & Inventory Damages:** In the event the customer or any guests damage any equipment this must be reported to the company immediately. The customer must not attempt to tamper with or fix any damaged items.
- **7.6 Cleaning:** The company will clean the inventory prior to and post each booking, the customer must not clean the items including bringing any chemicals into the bell-tents.
- **7.7 Pets:** No pets permitted in the bell-tents or on any of the inventory.

8. Delivery, Collection, and Timelines

- **8.1 Setup Window:** The Company will provide an estimated delivery and setup window at least 48 hours prior to the hire date. The Customer or a designated adult must be present at the site during this specified window to sign this agreement.
- **8.2 Access Requirements:** The Customer must provide clear, unobstructed access to the pitching site from the nearest parking point. Any long carries, stairs, or narrow passageways must be disclosed to the Company before the booking date.
- **8.3 Collection Window:** The equipment will be collected on the agreed end date at a time specified by the Company. The Customer must ensure the tent is fully vacated and all personal belongings are removed before the Company's arrival.

9. Privacy Policy and Data Protection (GDPR)

- **9.1 Data Collection:** The Company collects personal data (including name, address, phone number, and email) solely to process bookings, manage hire services, and fulfil legal tax obligations.
- **9.2 Data Storage:** All customer information is stored securely in compliance with UK GDPR regulations. Data will never be sold, shared, or distributed to third parties for marketing purposes.



- **9.3 Data Retention:** Personal records will be securely destroyed after the statutory legal and financial holding periods have expired.

10. Liability and Customer Breach

- **10.1 Indemnity Against Breach:** The Company accepts absolutely no liability for any personal injury, loss, accident, illness, or death arising directly or indirectly from the Customer's, their minors', or their invited guests' failure to adhere to any terms, conditions, or safety regulations outlined in this agreement.
- **10.2 Third-Party Claims:** The Customer agrees to indemnify and hold harmless Epic Occasions LTD against all claims, costs, damages, or demands brought by any third party resulting from a breach of this contract or misuse of the hire equipment.
- **10.3 Intoxication:** In accordance with our insurance conditions, any person who is visibly intoxicated through alcohol, drugs, or any other intoxicating substance is strictly prohibited from entering or using the tent and hire equipment. The Customer is responsible for enforcing this rule.

11. Customer Declaration and Sign-Off

By signing below, I confirm that I am at least 18 years of age and have read, understood, and agree to be legally bound by all terms and conditions outlined above. I acknowledge receipt of the hire equipment in clean, safe, and satisfactory condition.

Print Customer Name: _____

Customer Signature: _____

Date of Setup: ____ / ____ / 2026

For Company Use Only:

Risk Assessment completed _____

Equipment hire & safety briefing provided _____

Welcome pack provided _____

Representative Signature: _____.