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 of 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 & Payments

- **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, matches, lighters, or any naked flames are **strictly prohibited** inside or near the teepees.
- **2.2 Electrical 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 teepees, including but not limited to external power stations, portable phone power banks, e-scooter/e-bike batteries, or charging hubs. The teepee area is a completely battery-free zone for customer items.
- **2.3 Mains Power Supply:** The teepees are 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 or mains power cables into the teepee structures.
- **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 teepees 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 teepees 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 an adjacent room or on the premises) to monitor them.

- **3.3 Maximum Occupancy:** The maximum occupancy is 1 person per teepee. The hirer must ensure no more than 1 person sleeps overnight in the teepees to ensure safe use of the teepees.
- **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.
- **3.5 Safe Use:** Children must not climb on, jump on, swing from, pull, lean heavily against or hang items from teepee frames or poles. Teepees must not be moved, dismantled or repositioned by the Customer or guests.
- **3.6 Teepee Lock-Up System:** Each teepee is supplied with a manufacturer-designed top stabilisation lock-up system. The system includes two wooden safety/compression discs, a fixing bolt and a butterfly wing nut. It is a structural safety component and is not a toy.
- **3.7 No Interference with Locks:** The Customer and all guests must not touch, loosen, tighten, remove, adjust, dismantle or otherwise interfere with the teepee lock-up system, fixing bolt, discs, wing nut, apex cord, frame couplers or structural ties. Children must never be permitted to play with these components.
- **3.8 Adult Installation and Checks:** The Company will assemble the teepees and fit the lock-up system in accordance with the supplier's instructions before handover. The Customer must not attempt to alter or repair the system. If a lock appears loose, damaged, displaced or has been interfered with, all use of that teepee must stop immediately and the Customer must contact Epic Occasions Ltd. The teepee must not be used again until it has been checked and made safe by the Company or a suitably competent person.
- **3.9 Entrance and Evacuation:** The fabric entrance flaps must remain free to open and must not be tied, pinned, weighted or obstructed in a way that could delay a child or adult leaving the teepee. Children must not be shut or enclosed inside.

4. Sensible Food and Drink Policy

- **4.1 Permitted Items:** Light snacks and refreshments are fully permitted inside the teepee structures.
- **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.

5. Venue Conditions & Site Access

- **5.1 Suitable Setup Area:** The Customer must ensure that the indoor setup area is flat, stable, clean, dry and large enough for the number of teepees and accessories booked. The area must be clear of clutter, sharp objects, glass, trailing cables, trip hazards and other obstructions.
- **5.2 Flooring and Environment:** Teepees must be installed on a suitable indoor floor surface. The area must be adequately ventilated and kept at a comfortable temperature. Teepees must be kept away from radiators, open fires, heaters, cooking appliances and other sources of heat.

- **5.3 Refusal of Setup:** If the setup area is unsuitable, unsafe, excessively cluttered, damp or otherwise presents a risk to people or equipment, the Company reserves the right to refuse or adapt the installation. The Company will explain the concern to the Customer and discuss reasonable alternatives where possible. Any refund or payment decision will be considered in accordance with the booking terms and applicable law.

- **5.4 Access Information:** The Customer must disclose in advance any stairs, narrow doorways, restricted parking, long carries or other access issues that may affect delivery, setup or collection.

6. Cancellation & Circumstance Beyond Our Control

- **6.1 Customer Changes or Cancellation:** Any request to change the booking date, package or number of teepees is subject to availability and must be agreed with the Company. The Customer should contact the Company as soon as possible if they need to cancel or amend a booking. The £50 booking deposit is non-refundable, subject to any rights the Customer may have under applicable law.

- **6.2 Company Cancellation:** The Company will endeavour to fulfil each booking as agreed. If the Company has to cancel because of circumstances beyond its reasonable control, including sudden illness, vehicle breakdown, road traffic incidents, venue access restrictions or an emergency, the Company will offer an alternative date or refund monies paid, as appropriate.

- **6.3 Statutory Rights:** Nothing in this section affects the Customer's statutory rights.

7. Care of Equipment and Damage Charges

- **7.1 Ownership:** All equipment, bedding, mattresses, and decorative furnishings (including scatter cushions and 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 teepees.

- **7.3 Frames, Poles and Fabric:** Teepee frames, poles, joints, couplers, apex cords, stabiliser locks and fabric canopies must not be climbed on, pulled, forced, marked, cut, moved or dismantled. Any permanent stains, tears, broken components or other damage caused by misuse or negligence may be charged to the Customer at a reasonable repair or 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 Equipment Damage or Loss:** 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 teepees.

- **7.7 Pets:** No pets permitted in the teepees 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 Collection Window:** The equipment will be collected on the agreed end date at a time specified by the Company. The Customer must ensure the teepees are 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 use of the hire equipment. The Customer is responsible for enforcing this rule.

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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: _____ / _____ / _____



For Company Use Only:

Risk Assessment completed _____

Equipment hire & safety briefing provided _____

Welcome pack provided_____

Representative Signature: _____.