



MY GLAMPOVER TERMS AND CONDITIONS (REVISED 2026)

Definitions:

'Hirer'	The person making the booking or enquiry
'My Glampover'	The Company providing the hire equipment and services
'Equipment'	All tents, props, furniture, bedding and accessories provided by My Glampover
'Party Date'	The agreed date for the event or hire

By booking a party via email, phone, social media, booking form or website enquiry, the Hirer confirms they have read, understood and agree to these Terms & Conditions.

These Terms & Conditions, together with a booking confirmation issued by My Glampover will outline key details including date, package and pricing form the entire agreement between the parties.

All equipment is used at the Hirer's and guests' own risk, subject to My Glampover's legal responsibilities.

The Hirer acknowledges that all Equipment is hired for temporary use and accepts responsibility for ensuring it is used appropriately and safely by all guests.

1. HIRING CHARGES

- 1.1. Provisional bookings are held for 3 days. If the security deposit is not received within this time, the booking will be released.
- 1.2. A booking is confirmed upon receipt of the security deposit and a completed booking form. Deposit amounts are as follows:
 - Bell Tent: £100
 - Indoor Sleepover: £75
 - Luxe Picnic: £50
 - Outdoor Cinema: £50
- 1.3. The final balance must be paid no later than 7 days before the Party Date. Failure to make payment may result in cancellation of the booking and loss of any monies paid.
- 1.4. Final guest numbers, theme and any add-ons (e.g. pamper, silent disco, cinema) must be confirmed at least 14 days prior to the Party Date. Changes or reduction in guest numbers after this point are non-refundable.
- 1.5. The Hirer must disclose any access restrictions at the time of booking. Where access prevents safe or reasonable setup, My Glampover reserves the right to cancel or amend the booking. Reasonable costs incurred will be retained.
- 1.6. Security deposits will be refunded within 48 hours following inspection.
- 1.7. Hire cost includes delivery (within a 10-mile radius of SL6 6QD), setup, styling and collection the following day. Distances beyond 10 miles incur a delivery charge of £1.20 per mile (x4 journeys – set up, return, collection, return). Congestion charges and parking fees are added if applicable.



- 1.8. Standard hire duration is one night. Additional nights are available upon request at an extra cost.
- 1.9. My Glampover will use reasonable endeavours to meet agreed times but cannot guarantee specific arrival windows.
- 1.10. Prices are subject to change but are fixed once a booking is confirmed.
- 1.11. Equipment or themes seen in photos either on our website or social media pages may vary at the Company's discretion.

2. CANCELLATION POLICY

- 2.1. Bookings may be changed (subject to date and theme availability) up to 14 days before the Party Date and must be mutual between the Hirer and My Glampover.
- 2.2. One date change may be permitted (subject to availability) if requested more than 14 days prior to the Party Date.
- 2.3. Cancellations more than 14 days prior to the Party Date will result in the loss of the security deposit.
- 2.4. Cancellations within 14 days of the Party Date will incur a charge of up to 50% of the total package price to cover costs incurred.
- 2.5. My Glampover reserves the right to determine whether weather conditions are unsafe. Where possible, an alternative date will be offered. We will work with the Hirer to find an alternative date.
- 2.6. My Glampover is not liable for Force Majeure events, including but not limited to, violent windstorm, fire, flood, rain or natural disaster, sabotage, government sanction or global pandemic.
- 2.7. Bell tents operate between April and September. Bookings cannot be cancelled due to cold or rain.
- 2.8. My Glampover reserve the right to cancel bookings for any valid reason, with as much notice as possible. A full refund of monies paid will be issued within 14 days. My Glampover will not be liable to pay compensation to the Hirer or any other person for any loss, damage or expenditure arising directly or indirectly from the cancellation.
- 2.9. My Glampover reserves the right to terminate the booking without notice if there is a breach of these terms and conditions or non-payment. No refunds will be issued in such cases.

3. SET UP AND SPACE

- 3.1. The Hirer must be present for both set up and collection. If the Hirer is not present at the agreed time, delays may result in additional charges or cancellation without refund. Delays due to unprepared sites may incur a waiting fee of 50p per minute.
- 3.2. The Hirer is responsible for ensuring adequate space:
 - **Bell Tent (5m):** Minimum 7m x 7m of flat grass area. Please take into consideration the area around the bell tent including pathways, decks and overhanging trees (for height).
We can not set up on artificial grass.
 - **Indoor sleepover:** Each teepee and mattress require 120cm x 165cm (Junior) or 120cm x 200cm (full size). Trays are an additional 36cm. These can either go at the foot of the bed or on the bed itself if space



is limited. The space required is to ensure safety of the children moving in and around the area.

- 3.3. My Glampover reserves the right to retain costs incurred where adequate space is not available for setup.
- 3.4. Set up areas must be cleared and cleaned prior to setup. My Glampover are not responsible for the removal of equipment to enable the party to be set up. Any delay in the start time because of this may result in a waiting fee being charged.
- 3.5 The Hirer is responsible for all Equipment from the point of delivery until collection and must ensure it is used safely and for its intended purpose only.
The Hirer accepts full responsibility for any injury, loss or damage arising from:
 - misuse, movement or interference with Equipment
 - failure to supervise children appropriately
 - use of Equipment in an unsafe environment
- 3.6. The bell tent and outdoor cinema must be in an area that is able to be secured or supervised at all times.
- 3.7. Only My Glampover staff may handle set up and takedown.
- 3.8. If a luxe picnic or the outdoor cinema is booked there must be enough room to set up indoors if the weather conditions change.
- 3.9. For outdoor events the Hirer must take reasonable steps to protect Equipment from weather conditions during the hire period.
- 3.10. My Glampover reserve the right to make changes to the services, set up and collection times as deemed necessary.
- 3.11. My Glampover reserve the right to substitute items and/or products for similar items and/or products as and when required without prior notification to the Hirer.
- 3.12. My Glampover reserves the right to refuse or withdraw services if the setup environment is deemed unsafe.
- 3.13. All Equipment is decorative and designed for light use only.
The Hirer must ensure that:
 - teepees are not climbed on or leaned against
 - no modifications or repositioning of Equipment takes place

4. DAMAGE TO EQUIPMENT

- 4.1. Any damage or loss results in partial or full forfeiture of the security deposit. This includes stains to any of the equipment including teepees, bedding and all soft furnishings.
- 4.2. If damage exceeds the security deposit value, an additional invoice will be issued for immediate payment. A breakdown of replacement charges are as follows and My Glampover reserves the right to amend replacement values where necessary:

Broken/Damaged Teepee Frame	£20
Broken/Damaged/Stained Teepee	£50
Broken/Missing Fairy Light Indoor	£5
Broken/Missing/Tangled garland	£15



Broken/Damaged/Marked tray table	£10
Broken/Damaged/Missing name plaques	£5
Irremovable stain to duvet cover	£20
Irremovable stain to flatsheet or pillow	£10
Damaged/Missing Mattress	£50
Damaged/Missing/Stained Cushion	£15
Damaged/Missing nightlight	£10
Missing/Stained blanket	£10
Replacement pamper robe	£40
Glass pamper bowl	£5
Damaged picnic tables	£45
Replacement picnic table cost if irreparable	£120
Damaged/tear/irremovable stains to bell tent	£100
Damaged/tear/irremovable stain to bell tent flooring	£100
Replacement value of bell tent	£600
Broken/damaged bell tent centre pole	£50
Broken/damaged bell tent A Frame	£50
Broken/damaged tent guy rope	£10
Broken dining chair	£50
Damaged/missing outdoor rug	£30
Projector	£130
Projector Screen	£100
Cinema speaker	£150
Projector stand	£30
Broken outdoor fairy lights	£15
Silent Disco Headset	£100
Silent Disco Transmitter	£75

- 4.3. Stain-prone foods (chocolate, ketchup) should be kept away from bedding and furnishings and **cannot** be eaten in the beds. **No chewing gum, slime or glow sticks.**



- 4.4. Makeup and nail polish should be removed or dry before using our beds.
- 4.5. Smoking, BBQs and fire pits are strictly prohibited near our Equipment. Evidence of smoke or fire exposure may result in full deposit loss.
- 4.6. No naked flames near Equipment. Only battery-operated lights are permitted.
- 4.7. Pets must be kept away from all Equipment and bedding.

5. SAFETY & SUPERVISION

- 5.1. The Hirer is solely responsible for the supervision and behaviour of all guests, particularly children, at all times.
- 5.2. My Glampover does not provide supervision services and accepts no responsibility for the conduct or safety of guests during the hire period.
- 5.3. My Glampover accepts no responsibility for damage to the Hirer's home or possessions while hosting a party.
- 5.4. My Glampover will accept no liability or responsibility to the Hirer for any damages, costs, losses, claims, expenses, demands and proceedings including property of the Hirer, or any third party and their guests, or any consequential loss in these regards. My Glampover shall not be liable for any indirect, incidental, or consequential damages arising from use of our Equipment or services.

6. ALLERGIES

- 6.1. Hirer to notify My Glampover in advance of any allergies (e.g. to detergents or bedding materials).
- 6.2. My Glampover are not responsible for any allergic reactions to either food (eaten during the party), spa products, bedding or any other elements of the party set up.

7. PAMPER

- 7.1. It is the Hirers responsibility to notify us of any skin allergies prior to booking.
- 7.2. My Glampover only use high quality products and follow strict hygiene routines. A product and ingredient list are provided in advance. Use of items is at the guest's own risk.
- 7.3. We cannot accept liability for events outside the company's control to include hazards, dangers within the home or chosen venue.
- 7.4. We do not provide a table covering. If you wish to add protection to your table, please ensure this is covered before our arrival. My Glampover will not take responsibility for any damage to tables, chairs or flooring.
- 7.5. All pamper equipment and robes to be returned in a reusable condition.

8. OUTDOOR CINEMA

- 8.1. My Glampover **do not** supply film content. The Hirer can connect the projector to their own DVD player/gaming console/firestick/laptop or sky mini box via HDMI.
- 8.2. Cinema is only suitable for viewing in low-level light or at night. It does not perform well in daylight or direct sunlight.
- 8.3. My Glampover cannot accept liability for events outside the company's control to include hazards, dangers within the home or chosen venue.



- 8.4. This is an outdoor event. My Glampover do not provide shade or shelter. In the event of bad weather or high winds there must be suitable space to be able to move the event indoors.
- 8.5. The cinema cannot be set up in a bell tent.
- 8.6. The equipment is left with the Hirer overnight. Electrical equipment and soft furnishing will need to be taken inside.
- 8.7. An outside power socket is required.

9. LIABILITY

- 9.1. Nothing in these Terms shall limit or exclude liability for death or personal injury caused by negligence or any liability which cannot be excluded by law.
- 9.2. Subject to the above, My Glampover's total liability shall not exceed the total amount paid by the Hirer.
- 9.3. It is the responsibility of the Hirer to inform guests accordingly of the above terms and conditions.
- 9.4. My Glampover have suitable public liability insurance and safety is of the utmost importance to us. Evidence of public liability insurance is available up on request.
- 9.5. My Glampover use quality products and follow strict hygiene routines.
- 9.6. My Glampover shall not be liable for allergic reactions or injuries arising from use of products or participation in activities, except where caused by our negligence.
- 9.7. All persons using My Glampover equipment do so at their own risk and it is the party hirer who is responsible / liable for any damage or injury occurring from or as a result of inappropriate use or misuse or reckless use.
- 9.8. This information is given for the safety of all people attending a party hosted by My Glampover and it is the sole responsibility of the Hirer to ensure that they are understood and adhered to by all invited party guests.
- 9.9. We cannot accept liability for events outside the company's control to include hazards, dangers within the home or chosen venue.
- 9.10. My Glampover shall process all data in accordance with our privacy policy available on our website.
- 9.11. It is not the intention to violate any copyright laws, and all themes are only inspired by popular trends.
- 9.12. No information included in this booking will be disclosed to any third party.
- 9.13. Any complaints must be raised within 24 hours of the event. We will investigate and respond within a reasonable timeframe.
- 9.14. These Terms & Conditions shall be governed by the laws of England and Wales.
- 9.15. My Glampover may take photographs of setups for marketing purposes. No images of individuals will be used without consent. The Hirer may opt out in writing prior to the event.