



TERMS AND CONDITIONS

The 'Hirer' refers to the person making the enquiry or booking

The Hirer agrees, by booking a party via email, phone, facebook messenger, Instagram, completing the booking form, completing the website enquiry or by any other means, that they accept the Terms and Conditions and all persons using our equipment do so at their own risk.

1. Hiring Charges

- 1.1. Provisional bookings will be held for 3 days before the security deposit is due. If a deposit is not paid during that time the date and booking will be released.
- 1.2. Bookings are confirmed once a security deposit has been received together with a completed booking form. Deposit amounts are as follows: £200 for an igloo, £100 for a bell tent, £75 indoor sleepover, £50 luxe picnic, £50 outdoor cinema.
- 1.3. The final balance is required no less than 14 days prior to the party date. Failure to pay the remaining balance may result in cancellation. Payment by bank transfer is preferred and account details are provided via email.
- 1.4. The final numbers, theme and any party add on, including and not limited to pamper, silent disco movie night and indoor cinema, must be confirmed at least 14 days prior to the party date. Any booking reductions in terms of numbers after this time will still be charged for with no refunds due. Changes cannot be made after this time.
- 1.5. The Hirer must disclose the property type and any access restrictions to the venue at the time of booking.
- 1.6. No refunds will be given if your booking cannot go ahead because of difficult access.
- 1.7. The security deposit will be refunded within 48 hours after the event following inspection of equipment and accessories.
- 1.8. The cost includes delivery (within a 10-mile radius of SL6 8HF), assembly, styling and collection the following day. Delivery outside of this radius will be charged at £1.10 per mile x 4 journeys (set up, return, collection, return). London congestion charge and off-street parking fees will also be charged if incurred.
- 1.9. The hire period is 1 night however extra nights can be arranged with prior agreement with my Glampover at an additional cost.
- 1.10. my glampover do everything possible to ensure set up and collect is at the agreed time however delays may occur due to severe traffic problems, road closures or accidents.
- 1.11. All prices are subject to change however prices quoted at time of booking will be honoured.
- 1.12. Equipment and themes seen in photography may be subject to change are at the discretion of the Company.

2. CANCELLATION POLICY

- 2.1. Bookings can be changed up to 14 days before the original date and must be mutual between the customer and my glampover. This is subject to availability of dates and themes already booked.
- 2.2. Bookings cancelled before 14 days of the party date will result in loss of the security deposit.
- 2.3. For bookings cancelled within 14 days of the party my glampover have the right to charge the Hirer 50% of the total package price.

- 2.4. In extreme weather conditions or very high winds we will not be able to set up the bell tent, igloo or cinema for safety reasons. In this event we will work with you to look for an alternative date.
- 2.5. Force Majeure – my glampover will not be liable for any Act of God including, but not limited to, violent windstorm, fire, flood, rain or natural disaster, sabotage, government sanction or global pandemic.
- 2.6. The Bell tents and igloos are ‘all-weather’ and bookings cannot be cancelled due to rain or cold. The bell tents operate between April and September.
- 2.7. my glampover reserves the right to cancel the booking at any time for any reason however we will give as much notice as possible. Upon any such cancellation my glampover will refund to the Hirer any monies paid in respect of the booking 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.
- 2.8 my glampover reserves the right to terminate the booking without notice if there is a breach of these terms and conditions and forfeits the right to a refund if the hire or services are cancelled due to non-payment.

3. SET UP AND SPACE

- 3.1. The Hirer must be present at the agreed time for set up and pack up of the equipment. If my glampover arrive and are unable to set up or collect as agreed, we reserve the right to charge a waiting fee of 50p per minute.
- 3.2. The Hirer is responsible for ensuring adequate space:
 - Bell Tent** - The space required per 5m bell tent is a minimum of 7m x 7m of flat lawn. Please take into consideration the area around the bell tent including pathways, decks and overhanging trees (for height). We can't set up a bell tent on artificial grass.
 - Igloo** - We need an area of 4m x 4m of flat ground to install an igloo. The igloo dimensions are 3.6m wide x 2.2m high. This can be set up on grass, decking or a patio.
 - Indoor sleepover** - The space required per teepee and mattress is approximately 120cm x 165cm minimum for a junior mattress and 120cm x 200cm for a full-size mattress. The breakfast trays are an additional 36cm wide. 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 will not refund in full or in part the monies paid in the event that adequate space is not available to set up in.
- 3.4. For indoor sleepovers the Hirer must ensure that the area be free of furniture prior to our arrival and is clean (dirt and dust free) and is ready for the party to be set up and styled. The Hirer must ensure that the area used to set up any extra equipment (picnic tables, floor cushions, rugs etc) is ready for us. If outdoors the area must be free of any garden furniture, play equipment etc. my glampover are not responsible for the removal of items 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 while in their care. The bell tent, igloo and outdoor cinema must be in an area that is able to be secured or supervised at all times.
- 3.6. The set up and take down of equipment must only be performed by a member of the my glampover team.
- 3.7. If a luxe picnic is booked without a bell tent or the outdoor cinema there must be enough room to set up indoors if the weather turns.
- 3.8. For outdoor events it is the Hirers responsibility to ensure equipment is put under cover if it should rain during the party.
- 3.9. The Hirer must ensure the safe use of our hire equipment, the tents are not play items they are decorative items to sleep inside of, they should not be climbed on or moved after they have been set up.
- 3.10. my glampover reserves the right to make any changes to the services, set up and collection times as deemed necessary.
- 3.11. my glampover reserves the right to substitute items and/or product for similar items and/or products as and when required without notifying the Hirer.

4. DAMAGE TO EQUIPMENT

- 4.1. Any damage to the equipment will result in loss of the security deposit either in part or in full. This includes stains to any of the equipment including teepees, bedding and all soft furnishings.
- 4.2. If the cost to replace the damaged or missing items exceeds the value of the security deposit an additional invoice will be issued for immediate payment. A breakdown of replacement charges is as follows:

Broken/Damaged Teepee Frame	£20
Broken/Damaged/Stained Teepee	£75
Broken/Missing Fairy Light Indoor	£5
Broken/Missing/Tangled Garland	£15
Broken/Damaged/Marked Breakfast table	£10
Broken/Damaged/Missing name plaques	£5
Irremovable stain to duvet cover	£20
Irremovable stain to bedding	£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	£10
Damaged picnic tables	£45
Damaged/tear/irremovable stains to bell tent	£200
Damaged/tear/irremovable stain to bell tent flooring	£150
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
Replacement value of igloo	£1,000
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	£45
Silent Disco Transmitter	£65

- 4.3. Foods such as ketchup, pizza and chocolate are particularly difficult to remove from soft furnishings and bedding and often leave stains. Therefore, we ask that you avoid eating these in the beds and away from cushions and no chewing gum.
- 4.4. Any nail varnish that may have been applied is completely dry. If children are wearing any sort of makeup, we would ask that this be removed before getting into bed.
- 4.5. Smoking is strictly prohibited in and around the bell tent, igloo and teepees. Firepits and BBQ's are to be kept well away from the bell tent and igloo as this creates a fire hazard and to prevent odour on the equipment. If found then the equipment will all need to be professionally cleaned and will result in loss of security deposit.
- 4.6. Keep all naked flames away from the equipment and candles supplied are battery operated lights only.
- 4.7. We kindly ask that pets be kept well away from the equipment at all times. This is to ensure pet hair is not left on equipment causing reactions to those with allergies.

5. SAFETY

- 5.1. It is the responsibility of the Hirer to ensure that children are properly supervised at all times during the party. The Hirer is responsible for the care and safety of all children at the party.
- 5.2. my glampover are not responsible for the care and safety of the children and cannot be held responsible for any injury caused to a child during the party.



- 5.3. my glamcover accept no responsibility to damage to the Hirers home or possessions while hosting a party.
- 5.4. my glamcover 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.
- 5.4. The heater provided in the igloo is used at the Hirers own risk.

6. ALLERGIES

- 6.1. Please advise us in advance if a child has an allergy to bedding or a particular washing powder so we can discuss options with you.
- 6.2. my glamcover cannot be held 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 if booking our spa package.
- 7.2. We provide a list of products and ingredients prior to the party and liability cannot be taken for reactions or injury sustained during the pamper party or thereafter.
- 7.3. We do not provide a table covering. If you wish to add protection to your table please ensure this is covered before our arrival. We will not take responsibility for any damage to tables or chairs.
- 7.4. All pamper equipment and robes to be returned in a re-usable condition.

8. Outdoor Cinema and Indoor Movie Night

- 8.1. My Glamcover do not supply the film content. The Hirer can connect the projector to their own device via HDMI, including and not limited to DVD player/gaming console/firestick/laptop or sky mini box.
- 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. The outdoor cinema is an outdoor event. my glamcover 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.
- 8.4. The cinema cannot be set up in a bell tent.
- 8.5. The equipment is left with the Hirer overnight. Electrical equipment and soft furnishing will need to be taken inside when booking the outdoor cinema.
- 8.6. An outside power socket is required.

9. Liability

- 9.1. Nothing in these terms shall limit or exclude the liability of my glampover, which may not be limited or excluded by law, including without limitation liability for death or personal injury caused by my glampover or negligence.
- 9.2. Subject to the above my glampover shall have no liability (whether arising under contract, tort, or for breach of statutory duty or otherwise) to the extent that such liability would not have arisen but for the Hirer's breach of the contract.
- 9.3. Subject to the above clauses my glampover aggregate liability for all claims in relation to the contract (whether arising under contract, tort, or for breach of statutory duty or otherwise) shall not exceed the price paid by the Hirer.
- 9.4. It is the responsibility of the Hirer to inform guests accordingly of the above terms and conditions.
- 9.5. my glampover have suitable public liability insurance and safety is of the utmost importance to us.
- 9.6. my glampover use quality products and follow strict hygiene routines.
- 9.7. Liability cannot be taken for reactions or injury sustained whilst attending a party or thereafter.
- 9.8. 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.
- 9.9. 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.
- 9.10. We cannot accept liability for events outside the company's control to include hazards, dangers within the home or chosen venue.
- 9.11. my glampover shall process all data in accordance with our privacy policy available on our website.
- 9.12. It is not the intention to violate any copyright laws and all themes are only inspired by popular trends.
- 9.13. No information included in this booking will be disclosed to any third party.