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## **HOT Florals**

### **Terms and Conditions**

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#### **1. Acceptance of Terms**

All bookings are made with the understanding that the customer has read and accepted all terms and conditions stated herein. HOT Florals will not accept responsibility for the hirer not thoroughly reading and understanding all terms and conditions.

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#### **2. Binding Contract**

- The booking invoice constitutes a binding contract between HOT Florals and the hirer.
  - No signature is required for confirmation.
  - Transfer of deposit monies acts as acceptance.
  - Non-signature does not constitute cancellation.
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#### **3. Queries**

Any questions regarding the terms and conditions must be reported to HOT Florals within 28 days of the booking date.

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#### **4. Ownership**

- All items remain the sole property of HOT Florals.
  - Items are for hire only unless otherwise stated.
  - Theft will be reported to the police, and replacement costs charged to the hirer.
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#### **5. Minimum Spend & Mileage Fees**

- No minimum spend within 50 miles of DE14.
  - Mileage fees may apply outside this radius.
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## **6. Invoice Changes**

Changes after booking are at HOT Florals' discretion and subject to availability.

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## **7. Hirer Responsibility**

The hirer is fully responsible for all hired goods, injuries, deaths, or damages during the hire period. HOT Florals cannot be held liable.

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## **8. Payment**

- £250 booking fee required (non-refundable, non-transferable).
  - Balance due 4 weeks prior to event.
  - Failure to pay cancels booking.
  - Payments via bank transfer; PayPal accepted at HOT Florals' discretion.
  - Charges apply for lost/damaged property.
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## **9. Cancellation**

All monies paid are forfeited upon cancellation. HOT Florals is not liable for force majeure events (e.g., extreme weather, fire, flood).

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## **10. Hire Items**

The hirer must check the invoice. HOT Florals is not responsible for missing items not reported or mismatches with external suppliers.

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## **11. Artistic License**

HOT Florals has full artistic license during styling, setup, and installation, including adjustments for best effect.

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## **12. Open Flames**

HOT Florals is not responsible for injuries or damages caused by open flames. Hirer must ensure safe use of candles.

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### **13. Damage & Insurance Claims**

Hirer is responsible for missing/damaged items. Insurance claims and excesses are the hirer's responsibility.

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### **14. Electrical Devices & Equipment**

HOT Florals inspects devices before events. Clear signage will indicate usage restrictions. HOT Florals is not liable for faults unless reported during the event.

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### **15. Chair Drapes & Linens**

- Washed in non-biological detergent.
  - HOT Florals not liable for allergic reactions.
  - Slight creasing may occur during transport.
  - Colours may vary due to lighting and availability.
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### **16. Photography**

HOT Florals may use photography taken during the hire period. Images will not be shared before the event.

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### **17. Styling Questionnaires**

If incomplete, HOT Florals will use best judgment and creative freedom. Liability for unmet expectations is excluded.

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### **18. Day-Before Setups**

- Standard hire is 24 hours.
  - Day-before setup incurs £200 fee if available.
  - Availability confirmed 3 days prior unless paid at booking.
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### **19. Room Turnaround Service**

HOT Florals recommends booking this service. HOT Florals is not responsible for styling if turnaround is done by others.

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## **20. Treats**

- Hirer responsible for informing guests of ingredients/allergens.
  - HOT Florals not liable for injuries, allergies, or deaths.
  - All sweets may contain traces of nuts.
  - Hirer must supervise children to avoid choking hazards.
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## **21. Insurance**

HOT Florals holds full public liability insurance up to £5,000,000. Certificate available to download.

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