

the little wedding warehouse

Terms & Conditions



payments

To confirm a booking the stated deposit amount is required. An invoice will be sent with the deposit and payment details, this is to be paid within 7 days. If payment is not made within 7 days then the date and items become available for bookings. If the booking is made less than 30 days before the event, then full payment is required upon booking.

The balance of the contracted price (inclusive of any additional service charges) is due in cleared funds no later than 30 days before the hire period/ event starts. If the final payment is not made then we reserve the right to cancel the booking without return of the deposit

Prices on your initial quote are valid for 3 months, after this period they may be subject to change.

Initial quotes for our styling and set up services are an initial estimate based on early discussions, these may change depending on your final choices, and quantity of items provided to us. This is to ensure we are able to set up within the allocated time for your event

dates & confirmations

Final confirmation of items needs to be at least 4 weeks prior to the event, including any final details such as names for seating plans etc. We are happy to update and change any hire items throughout the planning process, however all items are subject to availability. We may be unable to change any bespoke items which have been created specifically for your event

hire

All items, unless otherwise stated remain the property of The Little Wedding Warehouse (hereafter, TLWW). During any hire period, the hirer (person named on the contract) shall be solely responsible for all items or a representative or manager at the venue.

All hired items, unless otherwise specified are hired for a 24 hour period. If the items are being collected and delivered by TLWW, they will usually be delivered the morning of the event and collected the following morning, unless we have a separate agreement or are able to access the venue earlier.

We are unable to refund any items which are not used for an event; they have been allocated for your event thus precluding us from hiring them to other events.

All items must be used in a safe manner and take into account any instructions supplied with the items. TLWW does not accept responsibility for any injury or damaged caused by any of our items.

bespoke items

TLWW is also able to create bespoke items if provided with enough forward notice; we will try to send previews or sneak peaks of work in progress where possible. In some circumstances we are unable to change the order at any point after initial booking if work has started on your bespoke items in advance, or materials have been especially ordered in to create your items. Once a quote has been given for the work that sum is fixed: if we have underestimated the cost of a project the additional cost will not be transferred on to you.

We will always try our best to fulfill an order, however in some circumstances there may need to be last minute changes to for example if a material becomes unavailable or is affected by seasonal or other influences outside of our control.

breakages/damages

If any items or packaging are returned damaged or broken TLWW reserves the right to charge the hirer/ client for the cost of a replacement or the refurbishment cost. These charge will be payable within 7 days of the damage/breakage.

TLWW will always try our best to ensure that we can provide everything you have requested in good condition for your event. In rare circumstances an item may have been damaged during a previous use or en route. We will always try our best to repair or replace this item, but in some circumstances this may not be possible. We would therefore let you know in the first instance and offer a full refund on these items.

Please be aware that some of our higher value items do cost a lot of money to replace or remake, if you have any concerns please let us know in advance.

cancellation

BY THE CLIENT

All booking fees & deposits paid are non-refundable, unless the contract is canceled within 7 days of paying, to comply with distance selling regulations. TLWW reserved the right to charge for late cancellations where other bookings may have been restricted, work has begun on items and materials have been ordered in. All bookings canceled within 3 months of the event date will be charged in full, as per the latest invoice.

BY THE LITTLE WEDDING WAREHOUSE

We reserve the right to cancel any agreed hire or services due to unforeseen circumstances or personal disagreement. In this case a full refund of any monies paid will be refunded.

COVID-19

If you need to postpone your wedding due to Covid-19 restrictions, your deposit and booked items can be moved to another date providing we have availability on that date. We advise that you let us know about your new date as soon as you can. If we are unavailable or already booked on your new date, unfortunately we cannot move your booking.

If you need to cancel your wedding due to Covid-19 restrictions, unfortunately we cannot refund the deposit.



delivery/collection

Subject to availability we will deliver and collect hired items for free up to 20 miles (by road) from Faversham, then £0.50 per mile thereafter. For an additional charge we can set up/stage any items for you (this fee will be agreed upon with the hirer/client beforehand). If you are using our styling services, there will be additional charges.

Please be aware that some of our items are heavy: ensure you are lifting correctly and with at least two people. We are unable to take responsibility for any injury sustained during transport/movement or use of any of our items.

If we do not confirm any specific details when the booking is made we cannot guarantee we can accommodate your request. Delivery & collection is to the ground floor only, unless previously arranged. Upon collection, the tables must be cleared of any crockery, cutlery, glassware etc. If clearing of the tables needs to be carried out by a member of our staff then an invoice will be sent to you. This invoice must be paid with 14 days of receipt.

An additional charge will be added for delivery & collection within the same day/ over a Bank Holiday/ out of hours. You must ensure parking is available and no restrictions apply. Any toll or congestion charges will be included in your delivery & collection quote or invoiced to you afterwards.

When the items are delivered, you, or an assigned person will be asked to sign a 'Delivery Note', stating you have received all the items required, and are happy with their condition. If there is no one available, it will be assumed that everything has been delivered and in the correct condition. Additional charges will be made if our delivery driver(s) is delayed upon delivery or collection, and invoiced after the event, this must be paid within 14 days. We may contact your venue to arrange delivery and collection, or to ascertain your hire period at the venue.

photography

We may take photos at the event prior to or during setting up. This is for our own marketing use and shall not be passed on to third parties or made public until after the event (or all guests have arrived). Should you be unhappy with this, then please voice it with us prior to the event. We may also ask or contact your professional photographer for any images of our work.

insurance

We have Personal Public Liability Insurance ourselves but accept no responsibility for injury caused to any person during the hire period. All items hired are the responsibility of the hirer until they are returned. Please be aware that some of our items are heavy, ensure you are lifting correctly and with at least two people, we are unable to take responsibility personal injury. Hirer (s) are advised to arrange their own insurance in regard to theft, damage and public liability.

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