

Terms and Conditions

1. Equipment remains the property of Grosvenor Event Rentals LTD. Hire is at the discretion of the company, receiving an online quote does not confirm or guarantee an order.
2. The hirer warrants that the person accepting the delivery is duly authorised to do so on behalf of the hirer and the person accepting the delivery warrants that they are duly authorised to accept on behalf of the hirer.
3. Payment must be made before goods are released. At times a deposit may be requested prior to hire. Payment is accepted via bacs, or card on our website. We do not accept cheques.
4. It is admitted that the person accepting the delivery had the opportunity to inspect the hired equipment and confirm the equipment is received in good condition.
5. Cancellation of orders is permitted with a full refund if done more than 4 working days before scheduled delivery. If cancellation is made less than 4 working days before scheduled delivery the full cost is charged.
6. Under no circumstances should electrical appliances be used without being correctly earthed unless they are of double insulated construction.
7. The hirer is fully responsible for the equipment and for insuring the equipment if necessary, from the time of acceptance until returned to our premises. No insurance is provided by Grosvenor Event Rentals LTD.
8. Grosvenor Event Rentals LTD is not liable for any 'wear & tear' that may be incurred at the hiring venue; this includes (but does not limit to) scrapes to paintwork, flooring & walls. Due care will be taken at all times by staff of Grosvenor Event Rentals, but it is noted that deliveries & hire is at the risk of the hirer and manager/owner of the venue/delivery address.
9. Gas appliances should not be used below ground level and only used in a well ventilated area.
10. It is agreed that goods hired are to remain at the place of delivery for the duration of the hire unless other agreements have been made with Grosvenor Event Rentals
11. In the event of a breakdown of unsatisfactory working of hired equipment, Grosvenor Event Rentals should be notified of the fault. No attempt should be made to repair the equipment unless express permission is granted by Grosvenor Event Rentals.
12. Drivers collecting goods are not authorised to return deposits or check goods.
13. Queries on goods received must be notified immediately. If the hirer has any cause for complaint concerning the conditions, suitability or performance of equipment hired, Grosvenor Event Rentals should be notified immediately. No consideration for redress will be given to a grievance once the equipment has been used.
14. Table linen must not be returned or stored damp or wet. Damage resulting from mildew or other stains and burn marks that will not respond to laundering will be charged at full replacement cost.
15. The hired equipment is solely intended for use and storage indoors unless

specifically designed and manufactured for use outdoors. If the equipment is used or stored outdoors the hirer is fully responsible for damage caused by the weather or any other associated hazard.

16. All goods will be delivered clean and ready to use. A cleaning charge will be applied where applicable to orders.

17. Crockery & cutlery must be scraped and/or rinsed after use even where there is a cleaning charge applied. Under no circumstances should scourers or abrasives be used on any hired equipment.

18. In addition to hire, cleaning and transport charges - Grosvenor Event Rentals reserves the right to charge damages and replacement costs after the equipment has been checked by authorised staff at Grosvenor Event Rentals premises.

19. Prices quoted online are for up to 3 days hire only and are subject to Delivery, Cleaning Charges & VAT

20. We reserve the right to change any price without need to give prior notice.

21. Extended hire terms available on request.

22. Deliveries are from hard standing adjacent to main door, ground level entrance, unless pre-arranged. An additional charge will be imposed in respect of waiting time should the driver be unduly delayed or detained while attempting to effect a delivery or collection. Any Parking Tickets received while attempting delivery will be billed to the customer.

23. All boxes, cartons or trolleys to be returned dry and intact. Furniture etc. must be kept dry. A charge will be made for all cartons, boxes and roll pallets (caddies) lost or damaged.

24. Grosvenor Event Rentals will make every endeavour to effect delivery and collection at the times indicated by the hirer. No responsibility will be taken if requested times are not met. Removal will be effected as soon as possible, but all equipment cannot be collected immediately after use from all sites. Grosvenor Event Rentals is under no liability whatsoever for any injury or damage to persons or property or loss of profit claimed by the hirer in respect of any interruptions, delays, inaccuracies, errors, omissions or any failure to deliver or from the use of any equipment under hire.

25. All Chairs must be stacked in piles of 8 with the seat pads removed, and left in an easily accessible part of the room. All tables must be collapsed and left in one neat pile.