



Vintage China and Wedding Prop Hire
Afternoon Teas
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Agatha's Tea Party Terms and Conditions

1.0 China hire

All vintage china is hired on a mismatched basis, unless agreed otherwise. The usual hire period is for a maximum of 3 days. Longer hire periods may be agreed beforehand. Failure to comply with the agreed hire period will result in an additional charge. The hirer is responsible for all items during the hire period but all items remain the property of Agatha's Tea Party. Under no circumstances are hired items to be used by a third party.

In the unlikely event that an ordered item is unavailable due to recent damage or loss, Agatha's Tea Party reserves the right to substitute it with a more contemporary piece that is appropriate in a vintage setting.

1.1 China delivery and collection

The hirer should collect and return the hire items in person (suitable identification will be required before release of the items) within the hire period at agreed dates and times. The china will be protected and boxed ready for collection and the hirer will be required to confirm there is no damage or missing items and sign for receipt.

Delivery and collection is available and is charged at 50 pence per mile travelled to and from locations of up to 25 miles from Wellington, Telford. For delivery over 25 miles please contact us. A nominated person must be present to accept delivery and when collection is made after your event. We do not use third party couriers.

Once collected or delivered and signed for, the hired items become the hirer's responsibility whilst still being the property of Agatha's Tea Party. For delivered items, in the event of any shortage or breakage of an item, the hirer shall note this on the delivery note. If the customer fails to do this the goods will be deemed to have been delivered in a clean and undamaged condition.

1.2 China washing and re-packing

All items are supplied clean and ready to use. Washing up will be carried out by Agatha's Tea party after your event and is automatically charged at an additional 20% of the hire price. For smaller orders the washing up may be undertaken by the hirer by prior arrangement providing the hirer agrees not to use a dishwasher or high-pressure water spray. In this instance the 20% washing up fee will be refunded along with the breakage and damage security deposit once all items are checked and found to be clean and in a re-hireable condition.

Once your event is over please ensure that leftover food is removed from all plates and that cups and teapots are emptied and rinsed (please do not leave tea in cups and teapots overnight as this can cause staining which may incur a damage charge). Under no circumstances should scourers or abrasives be used on any of the items. It is the hirer's responsibility to inform caterers/venues that the crockery hired is of a more delicate nature than commercial catering crockery and therefore more care is needed in handling and stacking.

Please do not use dishwashers, commercial machines or high pressure spray to wash hired vintage china, thank you.

Washing up and packing guidance will be provided with the china, please read this before washing up.

Please ensure all items are dry before re-packing using the bubble wrap, newspaper and containers provided. Lightly soiled china can be packed using the kitchen roll provided before using the bubble wrap. Thank you for helping us to avoid unnecessary waste of packing materials.

Repacking on site will be charged at £5.00 per box if Agatha's Tea Party considers that items have been packed incorrectly or unsafely for transportation. This charge will be deducted from the damages deposit.

1.3 China breakage and loss

The items supplied by Agatha's Tea Party are delicate and of a vintage condition. They are all handpicked and of a useable quality, however a certain degree of wear and tear is to be expected on some pieces such as faded gilding. Agatha's Tea Party would never knowingly supply an item that was damaged and great care and diligence is taken when choosing the hire items.

Breakages and damage are rare and usually occur during washing or incorrect storage for travel. **Please note that our vintage china should never be placed in a microwave or conventional oven.** All missing items, breakages, chipped or cracked items and items that have marks or staining that cannot be removed will be charged at the replacement costs shown in the Breakage and Loss Price List. Agatha's Tea Party requires a refundable breakages deposit of £100. This deposit will be returned after the hire minus any deductions for breakages, damaged or missing items. If damages occur and the amount exceeds the deposit paid a separate invoice will be issued to be paid within 7 days.

Any lost or damaged containers will be charged accordingly.

2.0 Prop hire

The majority of the props for hire are solely intended for use and storage indoors. The hirer is fully responsible for damage caused by the weather or any other associated hazard to any equipment that is used or stored outdoors (unless the equipment was specifically designed and manufactured for use outdoors).

The usual hire period is for a maximum of 3 days. Longer hire periods may be agreed beforehand. Failure to comply with the agreed hire period will result in an additional charge. The hirer is responsible for all items during the hire period but all items remain the

property of Agatha's Tea Party. Under no circumstances are hire items to be used by a third party.

2.1 Prop delivery and collection

The hirer should collect and return the hire items in person (suitable identification will be required before release of the items) within the hire period at agreed dates and times. The props will be protected or boxed as necessary ready for collection and the hirer will be required to confirm that there is no damage or missing items and sign for receipt.

Delivery and collection is available and is charged at 50 pence per mile travelled to and from locations of up to 25 miles from Wellington, Telford. For delivery over 25 miles please contact us. A nominated person must be present to accept delivery and when collection is made after your event. We do not use third party couriers.

Once collected or delivered and signed for, the hired items become the hirer's responsibility whilst still being the property of Agatha's Tea Party. For delivered items, in the event of any shortage or breakage of an item, the hirer shall note this on the delivery note. If the customer fails to do this the goods will be deemed to have been delivered in a clean and undamaged condition.

2.2 Prop breakage and loss

Agatha's Tea Party requires a refundable breakages deposit of £100. This deposit will be returned after the hire minus any deductions for breakages, damaged or missing items. If damages occur and the amount exceeds the deposit paid a separate invoice will be issued to be paid within 7 days.

3.0 Illuminated LOVE Lights hire

The usual hire period is for a maximum of 3 days. Longer hire periods may be agreed beforehand. Failure to comply with the agreed hire period will result in an additional charge. The hirer is responsible for all items during the hire period but all items remain the property of Agatha's Tea Party. Under no circumstances are hire items to be used by a third party.

3.1 Illuminated LOVE Lights installation

The illuminated LOVE Lights are for indoor use only, including on hard flooring in marquees. The LOVE Lights are fitted with stabilizing feet, are free standing and can easily be moved and installed by one person.

All electrical equipment provided has been regularly PAT tested. When considering where to place the LOVE Lights please ensure that the venue has a suitable spot to place them within reach of an electrical socket and that all trailing wires are positioned to avoid being a trip hazard (e.g. along the edge of a wall) and retained using tape as necessary. Please note that tape should not be applied to the letters themselves as this may damage the paint.

3.2 Illuminated LOVE Lights delivery and collection

Due to the size of the LOVE Lights, collection by the hirer may be difficult and could result in damage to the lights. It is recommended that delivery to and collection from your venue is carried out by Agatha's Tea Party which is charged at 50 pence per mile travelled to and

from locations of up to 25 miles from Wellington, Telford. For delivery over 25 miles please contact us. A nominated person must be present to accept delivery and when collection is made after your event. We do not use third party couriers.

Once collected or delivered and signed for, the hired items become the hirer's responsibility whilst still being the property of Agatha's Tea Party. For delivered items, in the event of any shortage or breakage of an item, the hirer shall note this on the delivery note. If the customer fails to do this the goods will be deemed to have been delivered in a clean and undamaged condition.

3.3 Illuminated LOVE Lights breakage and loss

A separate fully refundable damages deposit of £150 is required when hiring the LOVE Lights. In the unlikely event that any damages occur the cost will be deducted from the deposit. If damage costs exceed £150 then a separate invoice will be issued to be paid within 7 days.

4.0 Afternoon Tea

Afternoon Tea (incorporating vintage china hire as described in Sections 1.0 to 1.3) is offered in association with our catering partners and is a bespoke service. It will be priced based upon customer requirements. Elements include china hire, food, catering deliveries, set up, washing up, staff costs and travel. Gluten free, dairy free, vegan and vegetarian diets can be catered for upon request.

Catering deposits are completely non-refundable.

4.1 Disposal of waste

Agatha's Tea Party will not be responsible for the removal of food waste and other disposable waste from any venue. It will be the responsibility of the hirer to ensure that facilities are available for them to dispose of any rubbish associated with their event.

5.0 Deposits and payments (all services)

A non-refundable deposit of 50% of the total booking cost (hire/catering/other costs) will be required to confirm the booking with the balance payable 28 days prior to the event. When numbers for catered events are not finalised the deposit will be based on the clients estimated number of guests. Please note that if the number of guests is subsequently reduced there may be an impact on catering costs. Catering bookings cannot be amended within 14 days of an event.

A refundable breakage and loss deposit of £100 (£150 for the Illuminated LOVE Lights) is required to be paid with the final balance 28 days prior to the event. This deposit will be returned following the hire minus any deductions for breakages, damaged or missing items. If damages/losses occur and the amount exceeds the deposit paid a separate invoice will be issued to be paid within 7 days.

6.0 Cancellations (all services)

If the customer wishes to cancel an order, Agatha's Tea Party must be notified by telephone in the first instance followed by confirmation in writing. The following cancellation charges will apply:

<u>Notice given prior to the event</u>	<u>Charge</u>
29 days or more	50% of total booking cost
Between 15 and 28 days	75% of total booking cost
14 days or less	100% of total booking cost

7.0 Liability and insurance

Agatha's Tea Party holds public liability and employer's liability insurance.

As the items hired are vintage, they are old and can be delicate. Agatha's Tea Party cannot be held responsible for any injury to persons, or loss or damage to goods as a result of breakages of items or any accident that may occur. All goods hired are the responsibility of the hirer until they are returned. We cannot accept liability for any claims that arise from any event concerning or involving items hired from Agatha's Tea Party.

It is strongly recommended that the hirer takes out suitable insurance for their event.

9.0 Promotion

Agatha's Tea Party may on occasion take photographs of the setup of your function for promotion on Agatha's Tea Party Facebook page, website or Instagram. If the hirer objects to this please inform Agatha's Tea Party in writing.

10.0 Privacy Policy

This Privacy Policy sets out the basis on which the personal identifiable data collected from a client will be stored and processed by Agatha's Tea Party. The processing of personal data, such as the name, address, email, and telephone/mobile number of a client shall always be in accordance with the General Data Protection Regulation (GDPR) 2018.

What information is collected by Agatha's Tea Party

A variety of information is collected during enquiry, booking and service delivery. This includes names and contact information (addresses, telephone numbers and email) of the person(s) enquiring about or booking Agatha's Tea Party services.

Who is collecting the data

This data is collected by Agatha's Tea Party only.

How is it being collected

The majority of client data is collected directly from the client, from the enquiry form on the Agatha's Tea Party website, during phone calls and from email or social media messages. Communication via the Agatha's Tea Party website, email or social media messages are stored within password-protected accounts. If you explicitly tell Agatha's Tea Party that you do not wish to book any services, this data can be erased from these accounts.

Why is it being collected

The data is collected for the purpose of providing the client with the service requested and for information required by law to be collected and stored relating to any order placed with Agatha's Tea Party.

How will it be used

The data collected will be used by Agatha's Tea Party to offer services to the client and if a booking is made, to deliver those services. Clients can opt in to receiving future emails from Agatha's Tea Party at any time.

Who will it be shared with

Agatha's Tea Party will not sell, distribute, or lease your personal details to third parties.

How will this affect you

The collection, storage and use of data by Agatha's Tea Party should have no negative effect on the client.

How long is the data stored

Electronic data is stored within password-protected accounts and will be stored for as long as needed to fulfil legal obligations. If you explicitly tell Agatha's Tea Party that you do not wish to book any services, this data can be erased from these accounts. Some data is required by law to be stored for as long as necessary to fulfil legal obligations e.g. for tax purposes.

Access to stored data

If you have any questions about your data held by Agatha's Tea Party or how it is collected, stored or processed please contact Agatha's Tea Party using the enquiry form on the Agatha's Tea Party website www.agathasteaparty.co.uk

Breakage and Loss Price List

Agatha's Tea Party requires a refundable breakages deposit of £100.00 (£150.00 for LOVE Lights) which is required 28 days before an event. This deposit will be returned following the hire minus any deductions for breakages, damaged or missing items. If damages/losses occur and the amount exceeds the deposit paid a separate invoice will be issued to be paid within 7 days.

Vintage China

Tea cup	£ 5.00
Saucer	£ 5.00
Side plate	£ 5.00
Teapot/coffee pot	£ 45.00
Sugar bowl	£ 6.00
Milk jug	£ 6.00
Small teaspoon	£ 3.00
Large teaspoon	£ 4.00
Butter knife	£ 3.00
Cake fork	£ 3.00
Sugar tongs	£ 10.00
Cake slice/knife	£ 15.00
3 tier cake stand	£ 40.00
2 tier cake stand	£ 30.00
Footed cake plate	£ 20.00
Cake/sandwich plate	£ 10.00
Glass water jug	£ 13.00
Glass bowls	£ 6.00

Props

8l Kilner drinks dispenser	£ 50.00
Double picture frame	£ 50.00
Small white frame	£ 7.00
Wicker hamper - small	£ 10.00
Wicker hamper - medium	£ 20.00
Wicker hamper - large	£ 30.00
Large suitcase	£ 50.00
Small suitcase	£ 25.00
Glass vases	£ 10.00
Garden crook	£ 10.00
Hanging jar	£ 5.00
Prop frame - small	£ 10.00
Step ladders	£ 50.00
Small delivery box or lid	£ 5.00
Large delivery box or lid	£ 9.00
LOVE Lights	£500.00

The above costs reflect that most items are no longer in production and once a piece is broken or damaged a set becomes incomplete. Sourcing and replacing items is time consuming and often involves travel.