



Terms and Conditions

Booking

The hirer will be required to complete the **booking form** detailing the order and all relevant surcharges, booking deposit and a **signed copy of these terms and conditions**. Both forms can be returned to us via email to info@vintage-flair.co.uk or by post to 122 Knockhall Road, Greenhithe, Kent, DA9 9ES. The booking form should also include a cheque for the booking deposit if not completing a bank transfer.

Surcharges

The only surcharge that applies to ALL bookings is the Washing up fee (see Deposits).

A delivery fee will be charged for all locations over 10 miles from our base in Greenhithe, Kent. The delivery fee is calculated on 0.45p/mile plus congestion charge or toll fees if applicable.

The hire period is generally for the day of the event and delivered the day before and collected the following day. If you require an extension, there will be an additional charge, please contact us for a quote.

Deposits

We require two separate deposits. The first is a non-refundable booking deposit of 50% of the total order cost amount, to be paid **at the time of booking**. The booking deposit secures the date and can be paid via bank transfer or cheque (see Payment). We will also request a damage deposit cheque of 50% of the Subtotal order amount (excludes surcharges etc) or £100 (whichever is greater) **2 weeks before the hire date**. The cheque will be returned to the hirer once the items have been returned and inspected for damages, missing items etc.

Payment

We require the booking deposit (50%) at the time of booking and the balance will be due 2 weeks before the hire date. Once the booking form and booking deposit has been received, the booking will be confirmed. The hirer will be issued an invoice (confirming receipt of deposit) detailing the outstanding balance. **The final balance must be paid 2 weeks prior to the event**. The booking payment can be made by bank transfer to Mrs Ellen Young, Sort Code: 09-01-27, Account Number: 18757662 or cheque payable to Mrs Ellen Young. Please put your full name as the 'REFERENCE.' The damage deposit must be sent as a cheque as this will be returned to the hirer (see 'Deposits' above) and can be posted to 122 Knockhall Road, Greenhithe, Kent, DA9 9ES.

Cancellation Policy

In the event of a cancellation, the booking deposit will be lost (this is non-refundable) and the damage deposit cheque will be returned.

Use of Candles

Vintage Flair cannot be held responsible in the event of a fire if candles are lit using our candlesticks and/or candelabras. Of our products only our candlesticks and/or candelabras can be used with lit candles. If any of our products other than glass candlesticks and/or candelabras are returned with candle wax on them, we will automatically charge the damage deposit (see list below). Our pearls are NOT to be used where they will come into contact with hot candle wax.

Cleaning, Care and Packing of China

The hirer is responsible for the property of Vintage Flair from the time of delivery to collection.

Please do NOT clean the china or linens. Due to their fragile nature, we prefer to hand-wash the items ourselves to preserve the delicacy and also to ensure they are sparkling clean, pressed etc for our next customer to enjoy. A washing up fee has been added to the booking (see Deposits).

When packing the china (the hirer or your caterer), we ask you to please not wash the china but to only remove any remaining food or drink. All china should be packed back into the boxes in which they arrived (they will be labelled). The tea cups are very delicate, therefore we ask that you use the paper towel supplied to wrap the soiled cups in and to not place heavy items on top of them. The plates do not need wrapping (please clingfilm them together if you /your caterer has some). All food should be gently scraped off and the napkins can be lightly bundled into the tablecloths or plastic boxes. All other items can be gently packed away in the boxes as they came.

Collection

The order must be ready for collection on the agreed date and time. The items must be in an easily accessible location (no stairs etc).

It is essential the china is packed securely (as described above) suitable for transport. We occasionally use a courier to collect and the china must be packed securely. If a courier cannot collect an order due to poor packing, the hirer will be charged the additional courier costs (to re-send the courier). Likewise, should we need to 'repack' due to poor packing on collection; a £20 packing fee will be charged to the hirer. Any breakages due to poor packing will also be subject to the damage charges listed below.

Minimum hire value

We have a minimum booking value of £250 for all orders to be delivered over 30 minute drive (approx. 25 miles) from Greenhithe. Please enquire if you have a lower value order and wish to organise your own collection and return.

The minimum booking value for orders to be delivered within a 30 minute drive (approx. 25 miles) is £150.

Loss or Damages

In the event of any loss or damages, each piece will be paid for at the replacement value. The hirer will be informed of the charges and return the deposit minus the damage charges. Please find below a list of the damage charges.

	Replacement Charge		Replacement Charge
Afternoon Tea		Miscellaneous	
Teacup or saucer	£10.00	Bon bon/sweet dish	£15.00
Milk jug	£7.00	Strawberry bowl	£20.00
Sugar Bowl	£7.00	Glass water jug	£45.00
Sugar Tongs	£5.00	Decorative Accessories	
China Tea pot or Coffee pot	£45.00	Single glass candlestick	£8.00
Silver Tea pot or Coffee pot	£40.00	3-arm candelabra	£20.00
China Plates		Bunting (per metre)	£4.00
Side plate	£2.50	Vintage-inspired picture frame - S/M	£8.00
Sandwich/buffet plate	£5.00	Vintage-inspired picture frame - L	£10.00
Starter/dessert plate	£5.00	Pearls (per string)	£10.00
Dinner plate	£10.00	Cream wire basket	£20.00
China Service ware		Flower display items	
Decorative cake/sandwich plate	£10.00	China jug	£15.00
Oval Platter	£25.00	Tea pot (china or silver)	£35.00
China tureen	£25.00	Decorative tureen	£20.00
Gravy boat	£10.00	Sucre pot	£5.00
Cream jug	£10.00	Glass vase - Small (3-5")	£5.00
Jam/clotted cream bowl	£10.00	Glass vase - Medium (6-7")	£10.00
Cake Stands		Glass vase - Large (8-10")	£15.00
Glass cake stand - Small <7"	£10.00	Single-stem vase/glass (medicine) bottle	£4.00
Glass cake stand - Large 7-12"	£25.00	Cutlery / Servers (silver plated)	
China 2-tier cake stand	£25.00	Cake knife / Cake slice	£10.00
China 3-tier cake stand	£35.00	Cake pastry fork	£4.00
Linens		Fork / Knife / Spoon	£5.00
Embroidered/lace tablecloth - Small (<3ft)	£20.00	Sugar Tongs	£5.00
Embroidered/lace tablecloth - Medium (<4-5ft)	£30.00	Tea Spoon	£4.00
Embroidered/lace tablecloth - Large (<6ft)	£60.00	Serving Spoon	£10.00
Napkin	£5.00	Fish Server	£25.00

I confirm I have read and understood the above Terms & Conditions and have shared them with the venue/caterer (if applicable).

Name:

Signature

Date: