



Terms and conditions of hire

Hiring from One Day Event Hire? These are the terms under which you enter an agreement with us when you choose to hire our items.

Please read them carefully. If you have any questions, please contact us at onedayeventhire@yahoo.com – we'd love to hear from you.

1. What you'll pay

- All our prices are on our website - when you make an enquiry, we'll confirm what the total hire cost will be.
- We require a booking deposit of 50% of the overall hire fee to secure your booking in our diary.
- Full payment must be received 28 days before the start of your hire period.
- We accept payment by bank transfer only.
- A damage deposit will be included in your total hire cost. We will refund this to you to the bank details you provide on our booking form, when you return your goods, as long as these terms are met, within 10 working days after the end of your hire period.

2. How long is the hire period

- Our standard hire period is 7 days.
- We are happy to accommodate requests for longer hire periods, which can be requested by emailing us.
- Collection and return dates and times will be agreed with you over email.
- To ensure we have time to check the condition of our items and then offer to the next person schedule for hire, it is very important that items are returned promptly at the end of your hire period. We reserve the right to charge for late returns, where an extended hire period has not been agreed. These charges will be deducted from your damage deposit as follows: 1 day late - 50% deduction. 2 days late - 100% deduction. We reserve the right to seek further costs from you if items are not returned after 2 days past the end of the hire period.

3. How do you collect your items

- Collection must be made from our Ipswich (IP3) base during our collection window of Wednesday's, 9.30am - 2.30pm. The collection time must be pre-arranged and the full address will be shared on receipt of your booking deposit.
- We are unfortunately not able to offer delivery.

4. Your responsibilities when hiring from us

- You are responsible for the items you hire during the entire hire period, from collection to drop-off.
- Items must be stored safely and protected from weather at all times.
- Items must be returned in exactly the same condition as provided, with any protective covering or packaging used as intended and also protected, and any instructions provided returned safely with the item.
- You must report any damage or loss immediately, however minor.
- Any food or drink spillages should be cleaned promptly.

5. How to return your items

- Returns must be made at the same address as collection was made during our collection window of Wednesday's 9.30am - 2.30pm. The return time must be pre-arranged.

6. What happens if something is damaged or lost

- You will not be refunded your damage deposit if items are damaged or lost, and we reserve the right to seek further costs from you for what it will cost us to replace the item.
- We recommend you have suitable event insurance.
- As you will see from these terms, we have robust processes in place to ensure your item is in perfect condition for your event. In the unlikely event your item has been damaged or lost during a preceding hire, we'll do our best to source an exact replacement. We maintain 'black-out' hire periods before and after each hire, to give us time to source a replacement if needed, to minimise the risk that we are not able to fulfil your hire. In the unlikely event your item is not available for your hire period, you will be offered an alternative item, or a full refund.

7. Cancellation policy

We understand that sometimes things change. Please carefully read our cancellation terms.



- If you cancel more than 28 days before the start of your hire period, we will give you a full refund of any monies paid, minus your original deposit.
- If you have not paid for your booking before 28 days, we will assume the booking is not proceeding and reserve the right to cancel the booking. You will not be refunded your original deposit.
- For cancellations between 28 days and 14 days before the start of your hire period, you will receive a 50% refund of hire cost, minus deposit. Your damage deposit will be fully refunded.
- We're afraid we cannot offer a refund on your hire cost for cancellations made less than 14 days before your hire period is due to start. Your damage deposit will be fully refunded.
- We reserve the right to cancel in extreme circumstances - if this happens, a full refund will be provided.

8. Liability

Everything you hire from One Day Event Hire is hired at your own risk and we accept no liability whatsoever for any consequences relating to our items, including but not limited to:

- Injury or damage caused by improper use of hired items.
- Consequential losses related to item failure.
- Delays due to circumstances beyond our control.

9. Privacy

- We collect and store your data in accordance with UK GDPR.
- We will only use your details for purposes related to your hire.
- We never share your information with third parties, except where legally required.

Contact Details

One Day Event Hire

onedayeventhire@yahoo.com

Company Registration Number: 16002353

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