

# Leicester Marquees - Terms and Conditions of Hire

## 1. Booking and Payment

1.1 A non-refundable deposit of 25% of the total hire cost is required at the time of booking to secure your date.

1.2 The remaining balance is due in full on the day of delivery, prior to setup.

1.3 Bookings are not confirmed until the deposit has been received and a booking confirmation has been issued.

## 2. Cancellation Policy

2.1 If the Client cancels the booking, the 25% deposit will be retained as a cancellation fee.

2.2 In the unlikely event that Leicester Marquees needs to cancel the booking (e.g., due to extreme weather conditions), a full refund will be issued, including the deposit.

## 3. Weather Conditions

3.1 The safety of our clients and staff is our top priority. In cases of severe or extreme weather that may pose a safety risk (e.g., high winds, storms, flooding), Leicester Marquees reserves the right to cancel the booking.

3.2 In such circumstances, a full refund will be provided. Leicester Marquees will not be liable for any further costs incurred by the client as a result of the cancellation.

## 4. Site Requirements

4.1 It is the Client's responsibility to ensure that the site is suitable and accessible for marquee installation. The site must be level, free of obstructions, and have sufficient space.

4.2 Any delays or complications caused by an unsuitable site may incur additional charges or prevent installation.

## 5. Access and Timing

5.1 The Client must ensure Leicester Marquees has suitable access to the site during the agreed delivery and collection times.

5.2 Any delay in access may result in additional charges or postponement of the setup.

## 6. Damage and Liability

6.1 The Client is responsible for any loss or damage caused to Leicester Marquees' equipment during the hire period.

6.2 Any damage or loss must be reported immediately.

6.3 Leicester Marquees accepts no liability for injury or damage to persons or property, except where negligence can be proven.

## **7. Use of Equipment**

7.1 The marquee and any hired equipment remain the property of Leicester Marquees at all times.

7.2 The Client must not sub-hire, move, or alter the equipment without prior written permission.

7.3 No open flames, BBQs, or heaters are to be used inside or near the marquee without prior consent.

## **8. Insurance and Permits**

8.1 It is the Client's responsibility to obtain any necessary permits or permissions required for their event.

8.2 Leicester Marquees recommends the Client arranges appropriate event insurance to cover unforeseen circumstances.

## **9. Force Majeure**

9.1 Leicester Marquees shall not be liable for any failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to war, riots, natural disaster, government restrictions, or pandemic-related issues.