

# E&D Event and Party Hire

## Props Catalog

### Terms and Conditions

#### Terms and Conditions

#### HOURS OF OPERATION

- Strictly by appointment ONLY.
- Weekend Collections: Thursday (14:00–16:00) or Friday (09:00–11:00).
- Weekend Returns: Monday (or the first workday following a public holiday) between 09:00 and 11:00.
- We are not open on Sundays, or Public Holidays.
- Saturday's closing time: 12:00.

#### BOOKINGS AND PAYMENTS

- A booking is confirmed only after checkout and full payment.
- WhatsApp or email a copy of your ID and proof of residence before collecting or receiving delivery of props.
- We are not responsible for the unavailability of props if payment is not received in full.
- A refundable deposit of R500 is required upon collection or delivery.
- A 10% surcharge applies to EFT refunds of the breakage deposit.
- Refund processing time: Up to 4 days.
- Payments must be made via electronic transfers.
- Services will only be rendered if fully paid for; extra charges may apply if additional services are needed.
- All prices are subject to change without prior notice.
- Direct cash deposits incur bank charges payable by the customer.
- Our contract is with the person or company that placed the order, not with a third party involved.

#### Bank Details:

- Bank: First National bank
- Account Number: 63028154176
- Reference: Name and Date of Event

#### CANCELLATION POLICY

- No cancellations or refunds are accepted once payment is made.

#### REFUNDABLE DEPOSIT

- A refundable deposit of R500 is required in cash for collection or delivery.
- Deductions will be made for damages, losses, cleaning fees, or late returns.

- Late return fee on the return date: R300
- Late return fee every date thereafter: Flat rate per day
- Items returned dirty will incur a cleaning fee.
- Refunds are processed within 4 days if items are returned on time, clean, and undamaged.
- Payments exceeding the deposit for damages must be settled within 30 days, with an interest charge of 2.5% per day for late payments.

## DELIVERY AND COLLECTION

- Collection: Friday (09:00–11:00).
- Return: Monday (09:00–11:00).
- Late returns incur a R300 fee.
- Collection address: 52 First Avenue, Dunvegan, Edenvale.
- Deliveries must be arranged and paid for at least 7 days in advance.
- Secure transport is required:
  - No props on car roofs.
  - Rope and protective coverings are necessary for open trailers or bakkies.
- Delivery and collection depend on venue readiness and must be pre-confirmed.

## PROP CARE AND RESPONSIBILITIES

- Props are not brand new and may have minor imperfections.
- Mark any existing damages during collection/delivery.
- Do not use double-sided tape, Prestik, or harsh chemicals on props or linen.
- Props must be returned clean and in their original packaging.
- Wash items like chair covers and runners but do not iron.
- Do not wash items like pocket drapes, teepee tents, or kiosks.
- Customers are liable for damages or losses beyond normal wear and tear.
- Props are only guaranteed for the event day; early delivery is not assured.

## SPECIAL CONDITIONS

- Props are rented as-is. Sizes and dimensions can be confirmed prior to booking.
- We cannot be held responsible if items are too small or too big as expected.
- Props are for decorative purposes only; event planning is not included.
- Displays at shopping centers and schools incur additional daily charges.
- Displays, Shopping Centres, and School Concerts pay full price for the first day/use and 50% per day/use thereafter.
- All sweets and cakes in images are excluded; the images are used only for presentation purposes.

## DISCLAIMER

- E&D Event and Party Hire is not liable for:
  - Injuries, losses, or damages during delivery, setup, or use of props.
  - Weather-related delays or damages.
- The renter assumes all risks and responsibilities related to the use of props, including loading, transport, and return.
- Legal fees for recovery of unpaid amounts will be charged to the renter if applicable.

## POPI ACT COMPLIANCE

- Personal information collected is used solely to fulfil obligations under this agreement.
- E&D Event and Party Hire ensures reasonable measures to protect personal data and will not sell or disclose it without consent.

ACKNOWLEDGEMENT By making payment and/or renting props from E&D Event and Party Hire, you agree to these terms and conditions in full. Thank you for your cooperation and support.

**Density conditions accepted on this day off year**

**Signature of responsible person:**

**Address:**

**Name/ID**

**Tel:**

**Please attached clear copy of ID**