



Event Hire & Sales Terms & Conditions

These Event Hire & Sales Terms & Conditions (“Terms”) apply to all bookings, hires, and purchases made with **Jazzed Up Confectionary & Events Ltd** (“we”, “us”, “our”).

By paying a deposit, making full payment, or otherwise confirming a booking or order, you agree to be bound by these Terms.

1. Company Details

Jazzed Up Confectionary & Events Ltd

Registered Address: 12–14 Market Street, Standish, Wigan, WN6 0HN

Company Registration Number: **12870945**

Registered in England and Wales

2. Definitions

“Event Date” means the date of the customer’s event.

“Hire Items” means any décor, props, equipment, or items supplied on a hire basis.

“Goods” means products sold outright, including party supplies and custom-made items.

3. Booking & Payment Terms

Bookings may be secured by paying a deposit with the remaining balance due later, or by paying the full amount upfront. The balance for event hire bookings must be paid no later than **six (6) weeks** before the Event Date. Failure to pay the balance by the due date may result in cancellation of the booking without refund of the deposit.

4. Deposits & Cancellations (Event Hire)

Deposits are **non-refundable** once a booking has been confirmed. If the customer cancels their booking, the deposit will be retained and no further charges will apply unless otherwise agreed in writing.

5. Changes to Bookings

Requests to change the event date or venue are permitted subject to availability. If we are unable to accommodate the requested change, the booking will be treated as cancelled and the deposit will remain non-refundable.

6. Delivery, Setup & Collection

We deliver and set up all hire items unless otherwise agreed in writing. Customer collection of hire items is permitted only where expressly agreed in advance.

Collections after **8:00pm on the Event Date** are subject to a **£40 late collection fee**. Alternatively, items may be collected the following day with no additional delivery or hire charges.

7. Use & Care of Hire Items

All hire items are for **indoor use only** unless expressly stated otherwise. Items must be used for their intended purpose and must not be exposed to weather, heat, moisture, or fixed to walls or surfaces.

8. Responsibility for Loss or Damage

The customer is fully responsible for all hire items from the time of delivery or collection until they are returned to us. This includes responsibility for loss, theft, accidental damage, or damage caused by guests, venues, children, or third parties. Any lost or damaged items will be charged at full repair or replacement cost.

9. Sale of Goods

Ownership of goods passes to the customer once payment has been received and goods have been dispatched or collected. Risk passes to the customer upon delivery.

10. Returns & Faulty Goods

Returns for standard goods are governed by our Refunds & Returns Policy. Custom-made or personalised items, including bespoke neon signs, are non-returnable unless faulty. Nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015.

11. Force Majeure

We shall not be liable for failure to perform our obligations due to events beyond our reasonable control. Deposits remain non-refundable. Where possible, bookings may be transferred to a new date subject to availability.

12. Limitation of Liability

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law.

13. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Acceptance of Terms

By paying a deposit, making payment in full, or accepting delivery of goods or hire items, you confirm that you have read, understood, and agree to these Event Hire & Sales Terms & Conditions.

Key Terms Summary

This summary is provided for convenience only. Full details are set out in the Event Hire & Sales Terms & Conditions.

- A non-refundable deposit is required to secure event hire bookings.
- The remaining balance must be paid no later than 6 weeks before the event date.
- Hire items are for indoor use only unless otherwise agreed in writing.
- Customers are responsible for loss, theft, or damage to hire items.
- Late collections after 8:00pm incur a £40 fee, or items may be collected the following day at no extra cost.
- Custom-made or personalised items are non-returnable unless faulty.
- Bookings affected by events outside our control may be transferred to a new date, subject to availability.