

Event Hire South London

Terms & Conditions

133 Parchmore Road, Thornton Heath, CR7 8LZ | info@eventhiresouthlondon.co.uk | 07508 005001 / 07711 136034 | eventhiresouthlondon.co.uk

1. How to Book

Complete our quote request form online, or contact us by email or WhatsApp. We'll send your quote within 24 hours and follow up by phone. If you're unsure what you need, just get in touch — we're happy to talk through your event.

Your booking is confirmed once we receive your deposit. The deposit must be paid at least 72 hours before your event. Minimum order value: **£100**.

2. Service Options

Option	Description	Notes
A — Collect, fit & return (you wash)	Collect from us, fit at your venue, return items clean, dry and ironed.	Most affordable
B — Collect & return (we wash)	Collect, fit and return items to us. We launder everything.	Mid-range
C — Full service	We deliver, fit and collect. Nothing for you to do.	Premium

3. Deposit Options

10% Non-Refundable	20% Refundable
Deposit of 10% of total order. Covers all damage and lost items — no further charges apply regardless of return condition.	Deposit of 20% of total order. Returned within 72 hours of all items being received back in satisfactory condition, minus any deductions for damage or loss.

4. Payment

Deposit required to confirm booking. Balance due **72 hours before your event**. We accept **bank transfer** and **cash**. Payment details provided on your invoice.

5. Delivery & Collection

Collection: 133 Parchmore Road, Thornton Heath, CR7 8LZ.

Delivery: All areas within the M25, Surrey and Kent. A mileage charge applies — confirmed in your quote.

6. Returning Items — Care Guide (Option A)

Item	Wash	Dry	Iron	Fold
Chair Cover	30°C	Air dry only	No	Yes
Sash	Do not wash	—	No	Yes
Tablecloth (Rect.)	30°C	Air dry / tumble dry	Yes	Yes
Tablecloth (Round)	30°C	Air dry / tumble dry	Yes	Yes
Napkins	30°C	Air dry	Yes	Yes
Table Runners	30°C	Air dry	Yes	Yes
Glassware / Crockery / Cutlery	Dishwasher or hand wash	—	—	—

7. Damages & Lost Items

Items returned lost, damaged, dirty or damp will be charged at the **Option A hire price** (e.g. a dirty chair cover = £1.00). Deductions are communicated before being made. *Note: the 10% non-refundable deposit covers all damage — no further charges apply.*

8. Cancellation Policy

When you cancel	What happens
More than 72 hours before the event	Deposit forfeited. Any balance payment refunded in full.
Within 72 hours of the event	Deposit and balance payment are both non-refundable.

9. Photography & Marketing

Event Hire South London may photograph decorated venues for use on our website, social media and marketing materials. By booking with us you consent to this use. If you would prefer your event not to be photographed, please let us know in writing at the time of booking.

10. General

All hire items remain the property of Event Hire South London at all times and must not be sold or sublet. Proceeding with a booking confirms acceptance of these Terms & Conditions in full. These terms are governed by the laws of England and Wales.