

TERMS AND CONDITIONS

The hirer agrees, by booking a party that they accept the Terms and Conditions and all persons using our equipment do so at their own risk.

1. Hiring Charges

1.1. Bookings are confirmed once a security deposit has been received together with a completed booking form.

1.2. The £100 security deposit is paid on booking then the full balance is due 14 days before the party date. At this time numbers, theme and any extras will be confirmed. After this time changes cannot be made.

1.3. The security deposit will be refunded within 48 hours after the event following inspection of equipment and accessories.

1.4. We Will cover within a 10-mile radius of CB7 5LW. A radius of up to 20-mile from CB7 5LW will incur an additional charge of £2.00 per extra mile covering the 4 journeys.

1.5. The standard hire period is 1 night however extra nights can be booked at a 50% discount each night.

1.6. We do everything possible to ensure set up and collect is at the agreed time however delays may occur due to severe traffic problems, road closures or accidents.

1.7. All prices are subject to change however prices quoted at time of booking will be honoured.

1.8. Equipment and themes seen in photography may be subject to change.

CANCELLATION POLICY

2.1. Bookings can be altered up to 14 days before the original date and must be mutual between the customer and The Chatty Glampers. This is subject to availability of dates and themes already booked.

2.2. Bookings cancelled before 14 days of the party date will result in loss of the security deposit.

2.3. For bookings cancelled within 14 days of the party The Chatty Glampers have the right to charge the hirer 50% of the total package price.

COVID 19 CANCELLATIONS

2.4. If a cancellation is made due to covid within the household that will your event, The Chatty Glampers will rescheduled subject to availability.

SET UP AND SPACE

3.1. The hirer must be present at the agreed time for set up and pack up of the equipment.

3.2. The hirer is responsible for ensuring adequate space, please go to FAQS for full information on mattress sizes and space. We use modular bedding which comes in various lengths according to your age and a space. Use our mattress guide on FAQ PAGE to find the size required. The breakfast tray is approximately an additional 40cm depth which is placed at the end of the bed on some set ups but can also be put on the bed if space is limited.

3.3. The Chatty Glampers will not refund in full or in part the monies paid in the event that adequate space is not available to set up in.

3.4. The hirer must ensure that the area be free of furniture prior to our arrival and is clean (dirt and dust free) and is ready for the party to be set up and styled. The Chatty Glampers are not responsible for the removal of equipment to enable the party to be set up.

3.5. The hirer is responsible for all equipment while in their care.

3.6. The set up and take down of equipment must only be performed by The Chatty Glamper team.

4. DAMAGE TO EQUIPMENT

4.1. Any damage to the equipment will result in loss of the security deposit either in part or fully. This includes stains to any of the equipment including teepees, bedding and all soft furnishings.

4.2. If the cost to replace the damaged or missing items exceeds the value of the security deposit an additional invoice will be issued for immediate payment. A breakdown of replacement charges is as follows:

- Broken/Damaged Teepee Frame £50
- Broken/Damaged/Stained Teepee £50
- Missing/Damaged Flags £5
- Broken/Missing Cotton Ball Lights £5
- Broken/Missing Garland £10
- Broken/Damaged/Marked Breakfast table £15
- Irremovable stain to duvet covers £15
- Irremovable stain to bedding £15
- Damaged/Missing Mattress £70
- Damaged/Missing/Stained Cushion £15
- Damaged/Missing nightlight £7
- Missing/Stained blanket £10
- Damaged/Missing rug £30
- Damaged/Missing flower topper £15
- Damaged/Missing Side Flowers £10
- Damaged/ Missing Superhero mask and cape set £10
- Damaged/Missing Chalkboard Name Sign £6
- Damaged/Missing Cardboard Cut-out £38
- Damaged/Missing Large Plant £40
- Damaged/Missing Small Plant £10
- Damaged/Missing Message Board £25
- Damaged/Missing Selfie Frame/ props £10
- Damaged/Missing Vase £10
- Damaged/Missing Sleeping Bag £20
- Damaged/Missing soft toys £10
- Damaged/Missing Mess Tins £4
- Damaged/Missing Binoculars £10
- Damaged/Missing Compass and Lanyard £4
- Damaged/Missing Magnifying Glass £3
- Damaged/Missing Campfire £40
- Damaged/Missing Butler Tray £25
- Damaged/Missing Glass Keg and Stand £15
- Damaged/Missing Juice Bottle £3.50
- Damaged/Missing Ice Bucket £15
- Damaged/Missing Wine Cooler £15
- Damaged/Missing Glass £5

- Damaged/Missing Mug £5
- Damaged/Missing Jar £3
- Damaged/Missing Tong £3
- Damaged/Missing Spoon £1.50
- Damaged/Missing Scoop £2
- Damaged/Missing Bowl £3
- Damaged/Missing Plate £3
- Damaged/Missing Tin Container £4

4.3. Foods such as ketchup, pizza and chocolate are particularly difficult to remove from soft furnishings and bedding and often leave stains. Therefore, we ask that you avoid eating these in the beds and away from cushions and no chewing gum.

4.4. Any nail varnish that may have been applied is completely dry. If children are wearing any sort of makeup, we would ask that this be removed before getting into bed

4.5. Smoking is strictly prohibited in and around the teepees. We are unable to set up in a smoking household. If found, then the equipment will all need to be professionally cleaned and will result in loss of security deposit.

4.6. Keep all naked flames away from the equipment and candles supplied are battery operated lights only.

4.7. We kindly ask that pets be kept well away from the equipment at all times. This is to ensure pet hair is not left on equipment causing reactions to those with allergies.

SAFETY

5.1. It is the responsibility of the hirer to ensure that children are properly always supervised during the party. The hirer is responsible for the care and safety of all participants at the event.

5.2. The Chatty Glampers are not responsible for the care and safety of the children and cannot be held responsible for any injury caused to a child during the party.

5.3. The Chatty Glampers accept no responsibility to damage to the hirers home or possessions while hosting a party.

5.5. It is the hirers responsibility to inform guests accordingly of these Terms and Conditions.

5.6. The Chatty Glampers have suitable public liability insurance and safety is of the utmost importance to us.

ALLERGIES

6.1. Please advise us in advance if a child has an allergy to bedding or a particular washing powder so we can discuss options with you. Please note we use feathered cushions on all themes so please contact if not suitable.

6.2. The Chatty Glampers cannot be held responsible for any allergic reactions to either food (eaten during the party), or bedding.

6.3. We use quality products and follow strict hygiene routines.