



OCCASIONAL SETTINGS

Terms & Conditions

About us

At Occasional Settings, we love to personalise every event. We understand that your baby shower, wedding, birthday, bridal shower, anniversary are all special and deserve to be a stress free day. When combined with fresh and innovative styling ideas, we bring a warm, fun and personal touch to your special occasion. We are very excited to offer genuine rustic and vintage decor hire to add that touch of special to any event.

Our Collection

Our collection is a mixture of matching sets and individual pieces collected over time. Some of the pieces have been handed down from one generation to another. These pieces have been handpicked to ensure our collection is full of beautiful, genuine items. Our pieces vary in size, style and colour within the same range. Some items show some wear due to being a pre-loved vintage piece. Gilt edging is prone to rubbing and silver plates can become worn with age and polishing. We will endeavour to work within your theme, however, we cannot guarantee an exact match.

Hire

Once you have found the pieces you would love to use, please get in touch with us. We will then prepare a custom quote for you to review, along with our *Terms and Conditions of Hire*. Rental rates are based on a generous four-day hire period (Friday to Monday). If you need items for longer than this please contact us, otherwise an additional fee may apply.

Quotes

All pricing in your quote is valid for 14-days (plus GST).

Bookings

A 30% deposit is required to secure the pieces for your date. By paying the deposit you agree to our *Terms and Conditions of Hire*.

Any request for a date change must be made in writing 30-days in advance of the original event date and subject to availability.

Balance Payment

Please confirm final numbers and final balance payment 7 days prior to delivery/collection of hire pieces. This can be in cash, EFT, or credit card. Please note if you are transferring the balance via electronic payment it must be cleared prior to collection (this may take up to 3 days). If discussed by prior arrangement, a cash balance can be made on the day of collection/delivery.



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Payment Methods

- Online Transfer – (Account Details are provided on the quote).
- Credit Card – Credit card payments online, please request an electronic invoice. Credit card payments will incur a 3.5% transaction fee.
- Paypal
- Cash

Cancellations

- 30 days - written notice: Full deposit refunded.
- 15 – 30-days written notice: 50% of deposit refunded.
- 14 – 7-days written notice: 25% of deposit refunded.
- Less than 7 days written notice: No refund available.

Minimum Hire

For client pick up and return bookings, a minimum hire of \$150 is required.
For bookings requiring Occasional Settings to deliver and pick up, the minimum hire fee is \$300 (not including transport fees).

Delivery

Occasional Settings is based in Ballarat and services Ballarat and surrounding areas and Geelong. Delivery of hired items is available and will incur a freight charge, which will be calculated at time of booking, based on your location and will be noted in your quote. Alternatively, our collection is available for you to pick up and return to our premise at no extra cost.

Occasional Settings also offers set up, pack down and pick up on hired items. This will take into consideration factors such as event location and is calculated for individual occasions and added to your quote if requested.

Damages

Breakages are not common, yet from time to time, accidents do occur. The damage waiver charge is 30% of the total value of the hire (excluding GST) and will be automatically included on your invoice. This is refundable when the items have been returned in their original condition. Once the hire items have been delivered/collected, the hirer cannot change their mind regarding acceptance/non-acceptance of the damage waiver. The damage waiver only covers those items listed on the invoice.



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The *Damage Waiver* does NOT cover:

- Damage of breakage caused by the use of the hire item other than the use for which it is designed and intended
- Theft of the hire item
- Damage or breakage of the hire item caused by fire, storm or accident
- Damage to the hire item caused by neglect or vandalism
- Cleaning charges
- Lost or missing items
- Failure to return the hire item
- The hire equipment whilst in transit, if being carried by the hirer, or an employee, contractor or agent of the hirer
- The hire equipment after the expiration of the hire period, unless an extension is requested by the hirer and an additional fee paid
- Damage caused by disregard for instructions given to the hirer by Occasional Settings in respect of the proper use of the equipment.
- Unfortunately any breakage to a tea trio (cup, saucer or cake plate) means the trio can no longer be used as a set, and hence the whole trio must be replaced.

Candles

Please use only soy wax or beeswax drip less candles to minimise cleaning time post-event. If other candles are used, \$200 will be charged for cleaning expenses. Or you can hire our wax 12 hour LED flameless candles, which appear like flame candles.

Returning Items

Our pieces must be returned in the same condition and packaging as they were provided.

Please take care of the goods as if they were your own.

In view of the age and fragile nature of the china and silver, it must be understood that some items are more easily prone to damage than commercial use catering crockery. Please take extra care when handling and stacking and it is imperative all china and silver vintage items are hand washed and dried with care. Our china is NOT dishwasher proof and irreversible damage will be caused if items are placed in a dishwasher.

You are welcome to hand wash tableware and china in warm soapy water before they are returned or we are happy for you to return them dirty – simply remove any excess food and liquid with paper towels and repack in the packaging provided. With hired table linen, please replace in the packaging provided **unwashed** (all pieces are genuinely vintage and delicate). Damage caused by cigarettes, candle burns, or heavy staining will be charged at full replacement cost which is \$130.00 per cloth. We will organise a professional dry clean to preserve their quality.



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Liability

All pieces hired are the responsibility of the hirer from the time of delivery or collection until they are returned to Occasional Settings. Any losses, damage or breakages will be charged to the hirer. The hirer shall respect and protect the pieces during the time of delivery, use, storage or waiting period before pick-up. Where our china and or accessories have been used in collaboration with other vintage china and or accessories, please ensure all Occasional Setting items are returned to us. During our check post collection where we find items in replacement of ours we will deduct the appropriate charges from the damage waiver, or will invoice for these items.

Contact

The creative team at Occasional Settings is driven by our owners Louise and Sarah. We treat every event with importance and know how essential it is to get the details right. So contact us with details about your special celebration and we'll try to be as accommodating as possible. Or simply ask us for a price list or no-obligation quote.

T: Lousie - 0425 726 598 Sarah – 0425 782 484

E: hello@occasionalsettings.com.au

W: www.occasionalsettings.com.au

If you would like to view our collection, just get in touch and we would love to arrange a time to meet you.