



ELEVATION TENTS

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TERMS & CONDITIONS OF HIRE

1. DEFINITIONS

“The Company” means Elevation Tents Ltd.

“The Hirer” means the person or organisation hiring equipment from the Company.

“The Equipment” means the stretch tents, furniture, flooring, lighting, staging and any other equipment supplied by the Company.

By accepting a quotation, paying a deposit or allowing the Company to proceed with an installation, the Hirer confirms that they accept these Terms & Conditions.

2. QUOTATIONS & BOOKINGS

All quotations are valid for the period stated on the quotation and are subject to equipment availability.

Once a quotation has been accepted and the required deposit has been paid, the quoted hire price will not normally be increased unless the Hirer subsequently changes the requirements, site conditions or agreed arrangements.

The Company reserves the right to substitute equipment with an equivalent or suitable alternative where necessary, subject to availability.

A booking is only confirmed once the required deposit has been received.

3. PAYMENT

For short-term hires, a 25% deposit is required to secure the booking.

The remaining balance will normally be due one month before the event, or immediately if the booking is made within one month of the event.

The full balance must be paid before delivery or installation.

The Company reserves the right to postpone or refuse installation where the required payment has not been received.

Additional equipment or services requested after the original booking may be subject to additional delivery, labour or administration charges.



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For long-term hires, the agreed total hire price remains payable for the full agreed hire period, even where the Hirer subsequently chooses to reduce the period of hire.

4. CANCELLATION BY THE HIRER

If the Hirer cancels a confirmed booking, the following cancellation charges will normally apply:

- 28 days or more before installation: 25% of the total hire charge
- 14–27 days before installation: 50% of the total hire charge
- Less than 14 days before installation: 100% of the total hire charge

These charges reflect the Company's costs, preparation, administration, loss of availability and the opportunity to hire the Equipment elsewhere.

Where the Company is able to re-hire the Equipment for the cancelled date, the Company may, at its discretion, reduce the cancellation charge accordingly.

5. ERECTION & DISMANTLING

The Company will provide the labour required to erect and dismantle its stretch tents unless otherwise stated in the quotation.

The Hirer, or a nominated representative, must be available to meet the installation team and confirm the agreed position of the Equipment.

The Hirer must not enter, interfere with or alter the Equipment while it is being erected or dismantled.

The Hirer must not attach, hang, suspend, pierce, cut, tape or otherwise alter any part of the Equipment without the Company's prior written approval.

Any additional labour or waiting time caused by the Hirer, venue or site not being ready may be charged at the Company's prevailing labour rate.

The tent must be cleared of personal belongings, rubbish and event equipment before dismantling.

Where the Company is required to clear the tent before dismantling, a minimum charge of £250 + VAT may apply.



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6. SITE & ACCESS

Hire prices assume that the site is reasonably flat, level and suitable for installation, with suitable access for the Company's vehicles and installation team.

The Hirer is responsible for informing the Company of any known:

- underground cables or pipes;
- drainage systems;
- irrigation systems;
- septic tanks;
- other underground services;
- overhead obstructions;
- trees or branches;
- other site hazards.

The Hirer must have permission from the landowner for the Company to install the Equipment.

Where required, the Company may request a site survey or service scan before installation. Any agreed cost will be payable by the Hirer.

The Company reserves the right to alter the proposed installation position, refuse installation or charge additional costs where the actual site conditions differ materially from those provided at the time of booking.

7. ANCHORING & HARD STANDING

Stretch tents require suitable anchoring.

Where the tent is installed into grass or suitable ground, the Company will determine the appropriate anchoring method.

Where water ballasts or other alternative anchoring systems are used, the Hirer must ensure that the agreed installation area is suitable and accessible.

The Company will determine the appropriate anchoring arrangement for the Equipment based on the site and prevailing conditions.

The Hirer must not move, disconnect or interfere with any anchors, ballast or structural components.



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8. WEATHER & SAFETY

Stretch tents are temporary structures and are subject to environmental conditions including wind, rain, snow and extreme weather.

The Company will monitor conditions as reasonably practicable and may decide that installation, use or dismantling of a tent is unsafe.

The Company reserves the right to:

- delay installation;
- change the installation arrangement;
- require the tent to be partially or fully closed;
- require the Hirer to stop using the tent;
- dismantle the tent; or
- refuse installation,

where, in the Company's reasonable opinion, conditions are unsafe.

The Hirer must follow reasonable safety instructions given by the Company.

The Hirer cannot require the Company to erect or leave a tent in place where the Company reasonably considers the conditions unsafe.

No guarantee is given that the Equipment will provide complete protection from all weather conditions. Stretch tents are designed to provide shelter but may be affected by driving rain, strong winds and other severe weather.

9. USE OF THE EQUIPMENT

The Equipment must only be used for the purpose for which it was supplied.

The Hirer must not:

- climb on any part of the tent;
- attach unauthorised items to the structure;
- hang equipment from the tent;
- pierce or cut the fabric;



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- use unauthorised heaters, cooking equipment or naked flames;
- make structural alterations;
- move or alter anchoring systems; or
- allow the Equipment to be misused.

Any proposed hanging loads, lighting, decorations or other installations must be approved by the Company in advance.

The Hirer is responsible for ensuring that guests, contractors and other persons using the Equipment comply with these requirements.

10. FIRE & ELECTRICAL SAFETY

No heating, cooking, lighting, gas or electrical equipment may be used in or immediately next to the Equipment unless approved by the Company.

Where electrical equipment is supplied by the Company, it must only be used as instructed.

Where the Hirer or venue provides an electrical supply, the Hirer is responsible for ensuring that the supply is suitable, safe and adequate for the agreed Equipment.

The Hirer must not connect additional electrical equipment to the Company's installation without prior approval.

The Hirer remains responsible for appropriate event management, including guest behaviour, crowd management and arrangements for emergency evacuation.

The Company will provide reasonable information relating to the safe use of the Equipment where required.

11. LOSS, DAMAGE & THEFT

Once installed, the Hirer is responsible for taking reasonable care of the Equipment until it has been collected by the Company.

The Hirer will be responsible for loss or damage resulting from misuse, negligence, deliberate damage or failure to follow the Company's instructions.

Where Equipment is covered by the Company's equipment insurance, the Hirer will normally be responsible for the first £500 of any insured loss or damage occurring while the Equipment is in their care, subject to the terms of the relevant insurance policy.



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Damage caused deliberately or through gross negligence may be charged at the full cost of repair or replacement.

Smaller items such as furniture, linen and accessories may be charged at their full replacement cost where damaged beyond reasonable wear and tear.

Any theft, fire or significant damage should be reported to the Company immediately and, where appropriate, to the Police.

12. CUSTOMER PROPERTY

The Hirer remains responsible for their own property and the property of their guests, suppliers and contractors.

The Company cannot accept responsibility for loss, theft or damage to customer property stored within or around the Equipment unless caused by the Company's negligence.

Customers are advised to arrange their own insurance for valuable property and event equipment.

13. SITE CONDITIONS & THIRD-PARTY CONTRACTORS

The Hirer is responsible for ensuring that the Company has safe and reasonable access to the site.

Other contractors working on or around the Equipment must not interfere with the Company's structures, anchors, electrical equipment or other Equipment.

The Company accepts no responsibility for damage caused by third-party contractors, guests or suppliers unless caused by the Company's negligence.

14. HEALTH & SAFETY

The Company will take reasonable steps to install the Equipment safely and in accordance with its operating procedures.

The Hirer is responsible for the safe management of their event and for ensuring that guests and contractors use the Equipment appropriately.



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The Company may stop work or refuse to continue an installation where it reasonably considers that the site, weather, access, equipment or working conditions present an unacceptable safety risk.

15. INSURANCE & LIABILITY

The Company maintains appropriate insurance for its business activities and Equipment, subject to the terms, conditions, exclusions and excesses of its insurance policies.

Nothing in these Terms & Conditions limits or excludes any liability which cannot legally be limited or excluded.

Subject to the above, the Company will not be responsible for loss or damage caused by circumstances outside its reasonable control, misuse of the Equipment, actions of the Hirer or third parties, or failure by the Hirer to follow reasonable instructions.

The Hirer remains responsible for losses, claims, costs or damage arising from their breach of these Terms & Conditions, misuse of the Equipment or negligence, except to the extent caused by the Company's own negligence or breach of its obligations.

The Company does not accept responsibility for indirect or consequential losses where such liability can lawfully be excluded.

16. FORCE MAJEURE

The Company will not be liable for failure or delay in performing a booking where this is caused by circumstances beyond its reasonable control.

This may include severe or unsafe weather, flooding, fire, theft, industrial action, road closures, government restrictions, natural events or other circumstances which make delivery or installation unsafe or impractical.

Where possible, the Company will work with the Hirer to agree an alternative date or suitable solution.

17. DELIVERY & COLLECTION

Delivery and collection dates will be agreed with the Hirer in advance.

The Hirer must ensure that suitable access is available at the agreed times.



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Additional charges may apply where the Company is delayed because of restricted access, vehicles, people, furniture, rubbish or other items preventing installation or collection.

18. CLEANING & WEAR AND TEAR

The Equipment is expected to show reasonable signs of use.

Excessive dirt, staining, damage, food, drink, paint, wax, mud or other contamination beyond normal wear and tear may result in an additional cleaning or repair charge.

19. CHANGES TO BOOKINGS

Changes to the Equipment, site, access arrangements, installation date or requirements after a booking has been confirmed may result in additional charges.

The Company will advise the Hirer of any additional cost before carrying out the additional work wherever reasonably possible.

20. PHOTOGRAPHS

The Company may take photographs of the Equipment before, during or after an installation for the purpose of recording its condition and protecting both parties in the event of a dispute.

Where photographs include identifiable individuals, the Company will take reasonable steps to ensure that any use for marketing purposes is appropriate.

21. GENERAL

These Terms & Conditions, together with the Company's quotation and any specific written agreements made with the Hirer, form the basis of the hire agreement.

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply.

Nothing in these Terms & Conditions affects the statutory rights of consumers.

These Terms & Conditions are governed by the laws of England and Wales.