



USER AGREEMENT TERMS AND CONDITIONS

The Client, by placing an order via online, email or by phone, agrees that they accept the conditions of the rental agreement. Eden Events MK will then raise an invoice for the remainder of the payment that is due, and requests this is paid 48 hours ahead of the booked event.

DEPOSIT

A deposit of £100 is due upon booking. This is required for the event date to be secured and does go towards the rental cost of the Client's party. We ask all our prospective Clients to check the availability of the garden dome via edeneventsmk@outlook.com prior to paying a deposit.

SECURITY DEPOSIT

A further security deposit of £150 is due with the remainder of the balance, and request this is also paid 48 hours ahead of the booked event. This is fully refundable in the event of no breakages as outlined below.

DELIVERY CHARGE

There will be a £25 delivery charge, also required 48 hours ahead of the event. The location will remain within Milton Keynes area only unless pre-agreed by Eden Events MK where there may be an additional charge for bookings agreed outside of Milton Keynes.

BOOKING DURATION

All bookings are for a one overnight hire and other options are available (2-5 nights are offered). Prices quoted at the time of booking will always be honoured, but prices may vary slightly from the website from time to time.

CANCELLATION

If you must cancel:

In the unfortunate event you will need to cancel the dome hire, we ask you to do so 7 days prior to the scheduled party date. The £100 deposit is non-refundable but may be applied towards the cost of another party if held within 90 days of the original party date. If you choose to cancel our services completely, for any reason, unfortunately, your deposit will be non-refundable. The Security Deposit of £150 will be refunded. We will work with you to find an alternative date if possible.

A refund of the add-ons cannot be guaranteed as some items may be third-party hired. Eden Events MK will do what they can to refund you, but there are no guarantees.

If we must cancel:

In the unfortunate event Eden Events MK need to cancel attendance to your event, due to illness, poor weather, or unforeseen circumstances, we will try to give you as much notice as possible. We will try to avoid this happening of course, but upon any such cancellation we will refund the Client any monies paid in respect of the party booking, including deposit / security deposit etc. and add-ons (if possible) within 30 days, should any refund be due.



However, Eden Events MK will not be liable to pay any compensation to the Client or any other person or 3rd party supplier for any loss, damage or expenditure arising directly or indirectly from the cancellation. Eden Events MK reserve the right to terminate the booking without notice if there is a breach of the conditions outlined within.

FINAL PAYMENT

We accept bank transfer. Other payment options might be available, check the website or email edeneventsmk@outlook.com for information.

INSURANCE

Insurance is the Client's responsibility during the rental period. Eden Events MK is not liable for any accidents that occur during said rental period. The Client accepts all liability when renting from Eden Events MK. The Client is responsible for the security of the equipment at all times during the rental period. Any lost, broken, damaged or destroyed equipment will be charged to the Client at full replacement value, unless at the discretion of Eden Events MK (we know small mishaps can occur). Please do take care with pets and children.

LIABILITY TO THIRD PARTIES

Eden Events MK will not be liable for any claim for loss or damage to the property however caused. Eden Events MK has the final decision in all matters relating to these Terms & Conditions.

DELIVERY AND SET UP

- You must have a secure gated garden for the dome to be set up in.
- Assembly, styling, collection, and general laundering are included in the hire cost unless stated otherwise.
- We do not recommend more than 8 people to occupy the dome at any one time.
- Delivery times will be between 9am and 5pm on the date of the party. An approximate delivery time will be given at the time of booking where possible and finalised the week of the event if not before. We can arrive up to 30 minutes late due to traffic.
- We ask that the Client who booked the garden dome is responsible for being present to accept delivery of the equipment (unless another person is there to meet and greet by prearrangement).
- The Client must also have a garden gate, of which the Eden Events MK team can safely access through to set up the equipment. The back/side/garden gate **MUST** be accessible via no other doors or buildings. We do need a garden gate connected to your property accessible from your driveway. We need to ensure the team's set up and dismantling of the dome and interiors are conducted in the safest way possible. If there is no side gate or external access and you require us to access your property for the purpose of deploying the inventory to your garden, please know that Eden Event MK accept no liability whatsoever and you grant access at your own risk.
- Eden Event MK team will use our discretion, and if we do not feel comfortable setting up the equipment and leaving it for any reason, we reserve the right to refuse to continue. We will not offer a refund if we choose to terminate the set up due to behaviour. Examples include swearing, violence, racism, rudeness.



- We ask that all floor areas are 'reasonably' flat, and free from furniture prior to the set up. We will not set up the dome if the garden has animal excrement present.

We ask the client to please ensure the location is big enough for our domes:

- Standard Dome - 3.6 meters long x 3.6 meters wide x 2 meters high and require 4x meters square to setup. If our dome does not fit in your garden or area of choice set up cannot take place. It is the Client's responsibility to ensure the garden is big enough for our 3.6-meter domes.
- For electrical goods to function, the Client agrees to provide electricity to the dome for power heating, lighting etc. We can provide extension cables. All our portable appliances within the dome have been inspected and tested and certificated as safe at the time of the test, under The Electricity @ Work regulation 1989. See the website for certificate evidence.
- After the equipment is assembled, the Client MUST check over the set up and ensure all expectations are met. The Client must then sign the disclaimer form which the staff will provide. This ensures Eden Events MK will not take any responsibility for the equipment for the duration of hire, nor will any refunds be given.

COLLECTION

We will arrive the day after the party, at a previously agreed up time, to dismantle and collect items. Collections will typically be between 8am- 6pm. A walk-through will be performed with the Client prior to dismantling to confirm there are no damages or issues.

DAMAGES

We respectfully ask that dishes, glasses, and cutlery are washed please, prior to collection. This is to avoid food waste being transferred to our surfaces. Tablecloths and napkins are not required to be washed as laundry is included in the hire cost.

Stains that cannot be removed or damage will be invoiced to the Client and the Client will be asked to replace the item or pay towards the cost or in full, a new item. This includes breakages of dome frames/lights/ heating/rugs/holes in the dome cover/pillows/linens/air mattresses/glasses, dishes etc, or extra cleaning needed due to stains.

Any hired items belonging to Eden Events MK that are exposed to cigarette smoke will incur an additional £100 cleaning fee.

Assembly/Disassembly is the responsibility of Eden Events MK staff. Please allow our staff to set up and pack up all items for your safety and to reduce the risk of damage.

EDEN EVENTS MK AGREE TO:

Provide the equipment for use by the Client and their guests at the agreed site for the period of hire, as set out on the booking form. Assemble any structure on or before the date of set up for the period of hire. To dismantle and remove all equipment from the agreed site on or after the final date of the period of hire.



THE CLIENT AGREES TO:

Pay the booking deposit as agreed with Eden Events MK. The booking will only be operative upon receipt of the deposit by Eden Events MK.

Pay any balance due to the Company no later than 48 hours prior to the commencement of the period of hire. This includes the remainder of the booking balance, security deposit and delivery costs.

3RD PARTY PREFERRED SUPPLIERS:

Any bookings with 3rd party preferred suppliers are done so directly between the Client and the preferred supplier for which Eden Events MK has made an introduction. Eden Events MK takes no liability regarding that part of the Client's event.

EVENT ADD-ONS:

If any add-ons are selected after a booking has been made and the deposit paid, please revisit the website and generate a new booking, adding the add-on's to the basket and making a payment at that time. We will do our best to accommodate any last-minute add-ons but ask that you give 7 days' notice via the website. Alternatively, email edeneventsmk@outlook.com to ask if the add-ons are achievable. We will do our best to help.

THE EQUIPMENT:

The Client is fully responsible for the equipment for the duration of the period of hire. The Client will be responsible for all expenses, losses, damages, and/or claims suffered during the period of hire arising from any negligence, omission, or fault of the Client and/or any such claims or reimburse the Company for any losses or damages to the equipment.

The Client agrees not to use any naked flame including barbeque in, or within four (4) meters of the equipment. The Client agrees to immediately report any theft of the equipment to the local Police Service and to the Company.

The Client agrees not to deface or tamper with the equipment including, but not limited to, affixing any object to the equipment. The Client agrees no smoking is permitted in or within four (4) meters of the equipment.

The Client agrees not to remove the equipment, or any part thereof, from the agreed site at any time.

The Client agrees that all equipment is vacated by the departure time provided in writing by the Company. Eden Events MK reserves its right to inspect the equipment at any time for the duration of the rental period. Should there be any damage sustained to the equipment, or any other breach of these Terms by the Client, the Company reserves the right to remove the equipment from the site without notice to the Client. The Client should never presume that any other equipment is included in the hire other than what is stated in the Company's booking forms and related website, specific to their booking.

When reference is made to the following, it means:



Client/Hirer: *The person in whose name the booking has been made.*

Eden Events MK: *Colette Fickling trading as Eden Events MK*