

**RESPONSIBILITY**

- You are responsible to supply all the information and supporting documentation (ID, proof of residence, etc) as required on Client Information Form. No goods will be released until all the information has been received and fully verified.
- On Collection - You are responsible for the security & safety of the goods from when you collect until you return.
- On Delivery - You are responsible for the security & safety of the goods from when we deliver till when we collect.
- Any goods missing, damaged, lost or stolen will be charged for at full replacement price as indicated on your order.
- We do not provide insurance for the goods whilst they are in your possession. It is your responsibility to insure goods if you deem there is a risk of theft or breakage.
- Additional rental fees will be charged for goods that are not returned on the agreed upon date as stated on your order.
- You are solely responsible to ensure your event and equipment complies with all National, Provincial & Municipal laws, regulations, certifications, standards, etc.
- On delivery of goods, you are responsible to ensure that there is an authorised person at the venue, when we arrive, to check and sign for goods. Additional delivery fees may be charged if nobody is available to sign and our staff are delayed.

**PAYMENTS & ORDERS**

- Please ensure that your order is paid for, in full, at least 48-hours prior to collection / delivery. No goods will be delivered or released until full payment has been received and verified in our banking account.
- In order to confirm an order and stock to be booked, a minimum non-refundable deposit of 20% must be paid and the outstanding balance must be settled at least 48-hours prior to delivery / collection date. Please note that stock availability cannot be guaranteed until an order has been confirmed. We operate on a first come, first served basis.
- Payment by EFT transfer, cash or credit card are accepted. Cheques are not accepted. The proof of payment must please be e-mailed to info@bulldoghire.com - please provide the document number and client code as your reference.
- A minimum 20% cancellation fee will apply if confirmed orders are cancelled. Any order cancelled with less than 72-hours notice, the full order fee will be payable. If a confirmed order is postponed, the payment can be allocated to next event.
- Our office hours are Monday to Friday 07h30 - 16h00. Saturday 08h00 to 12h00. Closed Sunday's & Public Holidays.

**REFUNDABLE BREAKAGE DEPOSITS**

- All orders are subject to a minimum refundable deposit of R1,000 (one thousand Rand) - The exact amount of the refundable deposit charged will be based on risk assessment and order size.
- Refundable breakage deposits are designed to cover reasonable damages and/or to cover additional hiring fees that may be charged if goods are returned late. Excessive damages / fees in excess of the deposit amount will be billed separately.
- Refundable breakage deposits are payable together with the hiring fees prior to delivery / collection.
- For deposits paid by EFT or credit card, you are required to complete a Refund Form, containing your banking details, so that we can process a refund. (available at our offices or on our web-site). Refunds will be done within 5-working days.
- For security reasons, drivers do not carry cash and therefore we do not refund cash deposits on pick-up.
- Cash deposits may be collected, once goods have been returned, from our offices during normal working hours.

**CLEANING**

- All goods with the exclusion of linen must be returned clean.
- If goods are returned dirty, a cleaning fee will be charged. Minimum R 500-00 (five hundred Rand)
- A fee for cleaning of goods can be arranged prior to collection / delivery.

**LINEN**

- Please check your linen carefully on receipt to ensure it is clean and undamaged.
- Please contact us immediately, prior to your event, if there are any issues (via telephone or e-mail) so that we can facilitate a solution. No credits or refunds will be considered if we are only notified after the event. Full replacement will be charged for any items considered damaged at full replacement price as indicated on order.
- On return, any linen considered permanently damaged, for any of the reasons as stated below, or for any other reason whatsoever, at the sole discretion of Bulldog Function Hire, will be charged for at full replacement price as indicated on order.
 - a) Ink - Please do not write on linen - some inks cannot be removed.
 - b) Wax - Please prevent wax from dripping on linen. It may leave a permanent and non-removable greasy stain.
 - c) Crinkle Paper & Paper Serviettes - Some products are not colour fast and if they get wet the colour may leach and permanently damage the linen.
 - d) Tears - Square table edges may hook and tear the linen, causing permanent damage to the linen.
 - e) Washing - **PLEASE DO NOT WASH OR IRON THE LINEN** - We use professional laundries who utilise specialised cleaning products and equipment to ensure that no damage to the linen occurs.
 - f) Mildew - Please ensure linen is completely dry before packing or folding away. Mildew cannot be removed or repaired.
 - g) Burns - Burn marks caused by candles, cigarettes, very hot pots, etc. cause permanent damage.

**GAZEBOS**

- Our gazebos are waterproof, but are only suitable for shade use; if used in rainy and/or windy conditions, they may get damaged and full replacement will be charged.
- When not in use, gazebos should be taken down / collapsed to avoid possible wind or storm damage.
- Do not force the gazebo frame or you will damage it and full replacement will be charged.

**GAS & ELECTRICAL**

- Gas & electrical equipment must be tested as soon as you receive it, to ensure it is working properly, before your function. No credits or refunds will be considered after the function.
- Cash till - It is your responsibility to programme the till to meet your requirements. A detailed instruction manual will be provided.
- Urns / bain-maries - please ensure that water covers the elements at all times when switched on and that they do not boil dry. Any blown elements or switches will be charged for at full replacement price.
- Extension cords - please ensure that the electrical load is not exceeded by connecting too many appliances. Burnt out or damaged cords will be charged for at full replacement prices as listed on order.
- Spitbraai - please ensure weight of the meat does not exceed 20 kg and that the load is properly balanced.
- Gas used will be billed for at a per kilogram rate as indicated on the order, on return of the cylinders.
- The exact 9kg gas cylinders that are supplied with your order must be returned. We do not accept back other types or brands. Incorrect cylinders returned, will be charged for at the full replacement price as charged by our supplier.

**TENTS & MARQUEES**

- You are responsible for organising and paying for an engineering temporary structure certificate, local municipal authority approval, fire rationale, etc. if required when erecting a temporary structure in your area.
- Bulldog Function Hire will not be held responsible for any damage caused to underground structures, pipes or cables when erecting marquees and inserting pegs, unless they were clearly marked and pointed out to our staff.
- It is vital that a suitable water source is available to fill waterdrums when marquees are erected on paving.

**CARPETS**

- Carpets returned burnt, badly stained, damaged or mildewed will be billed for at full replacement price.

**WOODEN ITEMS**

- Wooden items include lecterns, dance floors, notice boards, platforms, platters, tables with wooden tops, beer bench sets, etc.
- All wooden items must be transported and housed under cover and are only suitable for indoor use.
- Rain or overnight dew will damage and/or warp wooden items. Please store wooden items undercover.
- Wooden dance floors may not be erected directly onto grass or unpaved ground without a suitable waterproof barrier being placed underneath.
- Dance floors may not be dismantled or moved by anyone other than our specially trained staff.
- Any wooden item returned warped or damaged will be billed for at full replacement price.
- Notice boards - no prestik is allowed - only velcro, pins or staples. All pins and staples must be removed prior to return / pick-up.

Client Name: _____

I have read and understand the Terms & Conditions of Hire as stated here-in. I consider them reasonable and agree to abide and be bound by them.

I am duly authorised to sign this document.

DATE

NAME OF HIRER (Please print)

SIGNATURE OF HIRER

Hirer hereby agrees to indemnify, defend and hold harmless Bulldog Function Hire (Pty) Ltd (including shareholders, directors and staff) from and against any claim, demand, cause of action, loss or liability (including attorney's fees and any legal expenses) for any loss, property damage or personal injury arising from Hirer's use of hired equipment by any cause, except to the extent caused by gross negligence or willful misconduct. Hirer accepts and agrees that, at all times, goods hired remain the property of Bulldog Function Hire (Pty) Ltd. Pg2