

A Guide to Hiring from Décor-atif Ltd.

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Booking your hires

Place your order, preferably by phone so that we can cover any details, or by email.

Give the following details :

Full name and contact details: telephone and email

Code and quantity: of items to be hired where applicable

Décor-atif will contact you to confirm availability and will send you an invoice -

with details of costs of hire, the booking deposit, bond details, pick up and return dates and times and our terms and conditions.

Your items are reserved only on payment of your non-refundable booking deposit.

This is generally 25% or in some cases 50% of the final cost. You will find this stated on your invoice. The booking deposit is deducted from your final balance.

You may pay your booking deposit by **online bank credit**, (our bank details are on your invoice); or **by cheque** or with **cash**.

Please always **include your reference number** when making payment. This is at the top left of your invoice.

Décor-atif will confirm receipt of your booking deposit when it appears in our account. Your hire items are now safely booked.

Décor-atif's generous weekend rate is charged as one day hire only within the fixed time frame of Friday pick up to Monday returns 9.00 – 11.00 am. Additional charges apply outside this time.

One week before your event

Phone to make and confirm an agreed time in which to pick up your hires or for us to make delivery of your hires.

***Clients are responsible for notifying us** if there are any changes to the pick up time.

Balance of payment, your bond and picking up your hires.

You or your designated hirer will fill in and sign a hire agreement form on receipt of your hires.

Balance of payment is due on pick up of items.

Payment is by **cash** or **cheque** or previous prepayment in full by **online bank credit**.

*** Please note: Décor-atif cannot accept eftpos or credit card payment.**

You will deposit your **hire bond** with us on pick up of hire items. This amount is stated on your previous invoice.

Hire bonds are acceptable in the form of a **cheque** or **cash** or previous prepayment by **online bank credit** along with the balance of payment.

Your bond is returned to you when your hire items are returned in good order at the return times stated.