

**Something Borrowed**  
*Something New*

311 Blenheim Rd Upper Riccarton,  
Christchurch 8041  
Phone. 03 343 5984  
store@sbsn.co.nz | sbsn.co.nz

**WE HAVE A MINIMUM HIRE AMOUNT OF \$30.00, if your item is under that limit we will charge your card the minimum of \$30**

**ANY ITEMS BOOKED TOTALING \$100 OR LESS MUST BE PAID IN FULL AT TIME OF BOOKING..You will need to change the amount to pay manually before payment is made. SBSN will put through payment if this is not carried out.**

**PLEASE READ OUR TERMS AND CONDITIONS AS BY MAKING PAYMENT WILL MEAN YOU HAVE ACCEPTED SAID TERMS AND CONDITIONS. Online bookings are required to be paid via Credit/Debit card.**

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*In-store bookings can be made with cash and a credit/debit card is required for a Bond, the amount depending the total of the hire which will be charged and refunded back onto the card once goods are processed back in.*

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#### **COVID Postponement Policy**

In line with the Government Red Traffic Light system, weddings/events are allowed to go ahead currently with 100 vaccinated people and so any bookings with one hundred people or less wanting to change dates would be classed as a cancellation within our Terms & Conditions.

We feel your frustration however and are willing to offer one postponement date with a 20% re booking fee of your total hire booking, which is required to be paid in 7 days from your postponement date and is valid for one year from your function date which will enable you to keep your deposit intact and in that if we cannot offer the exact same item, we will substitute it for a similar item.

Self-isolation- postponement due to covid isolation will apply as above but only to immediate family members.(we reserve the right of confirmation)

If you decide to cancel your booking outright, please refer to the Cancellation clauses in your Terms and Conditions below.

**Pick up and Return Times: We will contact you with nominated time slots**

**THE WAREHOUSE IS CLOSED ON THE WEEKEND SO NO PICK UPS OR RETURNS WILL BE ACCEPTED.**

**Our terms and conditions can be subject to changes without prior notice especially in the current pandemic situation.**

#### **Hire Terms & Conditions :**

**1. Our prices include GST and may be subject to change without prior notice. A 50% non-refundable booking fee is required when confirming your booking. Payment must be made**

in full at the time of pick up or 2 days before we deliver the items. Any debt recovery costs will be at the hirers expense.

**2. Prices listed below are for an UP TO four day hire period (Friday to Monday) (Monday to Thursday) only. Contact SBSN if you require a different hire period. Hires exceeding 4 days will incur additional charges which we will consult with you when you have made your booking.** If your pick up or return date falls on a day we are closed which is a Sunday, Tuesday and Public Holidays etc you will return the items on the next day we are open. If Monday is a public holiday your return date will be the Tuesday at your nominated time slot. (we will be open for returns only.)

**3. Due to the amount of administration involved, any changes to pick up or delivery dates after the booking deposit has been paid may incur an administration fee.**

#### **Cancellation:**

**A 50% NON REFUNDABLE booking fee is required at the time of booking to secure your choices,**

**3a.** Items cancelled within 30 days of the hire date will still result in the hirer being liable for the full amount owing. Items can not be exchanged/swapped once booked for change of mind. If a booking has been made within the 30 day period, payment in full is required and is non refundable. This includes custom balloon garlands.

**3b.** Changing the date of your hire is considered a cancelled booking. Usual cancellation policy will apply.

**3c.** If the hirer chooses to cancel the entire booking or individual items from their booking, **the 50% booking fee is NON REFUNDABLE** and applies except as in 3a, then full payment is required. As per the CGA.

**3d.** For all Set Up and Pack Downs, the work has been agreed upon based on the quote provided in email. Should there be a reduction in the agreed work after the deposit has been paid, there will be no reduction in the pricing of the Set Up/Pack Down costs. If the customer adds items after the deposit has been paid, there will be an increase in the Set Up/Pack Down cost and the customer will be notified of this cost. If any Set Up/Pack Down is cancelled within 30 days of the booking date, full payment is still required otherwise the 50 % non refundable deposit applies.

**4. The Credit/Debit card** supplied will be charged on return of items, if goods or packaging are returned in a damaged or unclean condition. **This also applies to missing items and packaging.** If missing items/packaging are returned in good condition within 7 days from booking return date we will refund the amount charged.

**4a Charger plates** - A cleaning bond will be charged to your card for charger plates.

\$30 for up to 50 chargers \$50 for 50 to 100 chargers and will be refunded when the goods have been processed back in

**5.** If SBSN sets up the venue they will ensure there are no damaged or faulty items on completion of decorating and take no responsibility of damaged or uncleaned goods thereafter.

**5A** As the hirer, it is your responsibility to ensure that if your venue is packing down your items that this information is passed onto them.

6. There will be no refund for goods hired and not used ie picked up on Friday and returned Monday unused.

7. The hirer agrees to pick up and drop off goods at the times stipulated. If goods are not returned on the agreed day and time, and no prior arrangement has been made, your credit card will be charged a per day percentage of your hire cost for 5 working days at which point if the goods are still not returned, the credit card will then be charged the cost of replacement of the hired goods at full retail price.

8. Insurance on the goods is the hirer's responsibility, eg fire, theft, earthquakes etc. We are not liable for any delays beyond our control, SBSN has the right to refuse goods going out if an appropriate covered vehicle is not supplied.

9. The owner undertakes no liabilities what so ever in respect of third party and similar risks for personal injury, or for consequential damage of any kind.

#### 10. The Hirer Shall:

10.1 Take proper care of the equipment and return it in an undamaged and clean condition in the **packaging supplied**. Damage to any items while in your care must be reported to us and no attempt to repair the item(s) is to be made.

In the case of fabric hire, the hirer will return these in a non-washed state, but any staining shall be at the hirers cost for stain removal. **Wet Linen must NOT be placed in bins with lids, it must be dried out first.** ( NOT WASHED) SBSN will check the items and notify the hirer of any stains and/or damage.

10.2 Be responsible to ensure the goods and quantities are correct and fit for purpose before leaving SBSN, and to contact us **BEFORE the event** if there is a problem. If the customer has not contacted SBSN they will not be entitled to dispute this upon return of the goods, and will be responsible for the costs involved with any repairs of any damage or replacement of goods if incurred.

10.3 Not have any claim against the owner for loss or damage arising from the hirer's use of the equipment.

10.4 Pay retail replacement costs for any hire goods, containers and **packaging**, not returned through theft, fire, earthquake, damage in transit either by self collection or freight company, negligence or misuse. Missing packaging will be charged to the card supplied on the day of return. If the packaging is returned within 5 days in good condition the charge will be refunded.

10.5 Indemnify the owner against any claim made by any person against the owner for damage or loss arising out of the hirer's use of the equipment.

10.6 Indemnify the owner against any damage to or loss of the equipment.

10.7 Limitation of Liability - Except where the Owner is in breach of a supplier's guarantee in terms of the Consumer Guarantees Act 1993, the Hirer acknowledges that in all other circumstances whatsoever the Owner shall not be liable for direct or consequential damage, loss or expense whatsoever and howsoever arising (including that resulting from the negligence of the Owner), or arising by operation of law and whether suffered by the Hirer and/or any third party for any amount that exceeds the amount actually paid by the Hirer to the Owner pursuant to this hire agreement.

11. If the hirer is not the individual, the person who signs this document or pays for the hire on behalf of the hirer warrants that they have the authority to bind the hirer and will

in any event be personally liable for all the hirer's obligations including being charged for damage on the credit card they have supplied for a bond.

## **12. Force Majeure.**

In the event of Force Majeure Something Borrowed Something New Ltd (SBSN) will not be liable for any booking cancelled due to the inability to carry out usual responsibilities/ commitments which may include but is not limited to Acts of God, catastrophic events such as natural disasters eg: storm, earthquakes, adverse weather etc, epidemic disease outbreak, warfare, larceny, sabotage, terrorism, government restrictions.

**If such an event occurs and if we are in a position to, we will contact our customers to postpone their booking to a new date.**

**13. By making payment, the hirer agrees to all Terms & Conditions listed above.**