



## Cancellation & Refund Policy Clauses

### General cancellation policy

For all events & hires there needs to be an agreed cancellation policy in place. For both parties, In the event of a cancellation, any deposit amounts that has been paid will be forfeited. (The Hiree) could lose or must pay further monies depending on the time frame for your booking, these are as follows.

- 1) If you cancel your booking at any point there will be a small admin fee of £25 + vat payable, plus you lose any deposit payment made. (Excludes trade account customers).
- 2) If you have more than 181 days prior to the event/hire date you will lose your deposit payment plus the £25 +vat Admin Fee.
- 3) If you have more than 140 days but less than 181 days prior to the event/hire date, you will be charged at 20% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms agreement.
- 4) If you have more than 100 days but less than 140 days prior to the event/hire date, you will be charged at 30% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms of the agreement.
- 5) If you have more than 60 days but less than 100 days prior to the event/hire date, you will be charged at 50% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms of the agreement.
- 6) If you have more than 35 days but less than 60 days prior to the event/hire date, you will be charged at 75% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms of the agreement.
- 7) If you have less than 35 days before the event/hire day 100% of the invoice total will be charged and all monies paid will be lost, and if it's not been paid it will still be invoiced and payable under the normal payment terms of the agreement.
- 8) please note that any extra fees will still be applicable in full if My Event Hire have agreed to subcontract items in for you or your event. This also includes any extra fees My Event Hire may have picked up during the planning of the work.
- 9) if My Event Hire events as reasons to believe that money laundering is taking place they will inform the local authorities and will hold the funds until its be granted to release by the local authorities.

- **Covid 19 policy** - If your event is affected or been stopped by the government legislation within the covid 19 guidelines, we will change your date of event/ hire free of charge to a more suitable date providing we have the stock levels to do so. If you are forced to stop your event because of covid 19, and it will no longer take place we will happily refund you money within 30 days. Subject to points one in the general cancellation policy above.
- **Refund policy clauses** – My Event Hire shall not be liable for the delay or cancellation of any events or hires if the delay or cancellation is caused by circumstances or events outside our reasonable control. No refund will be given for the following below reasons and will still be held to all points under the general cancellation policy.

- 1) Strikes or industrial action that have been confirmed after the time of booking.
- 2) Riot, terrorist attack or war threat of terrorist attack after the time of the booking.
- 3) Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disasters after the time of booking.
- 4) Impossibility of the use of public or private telecommunications network after the time of booking.
- 5) The acts, legislation, regulations, or restrictions of any government after the time of booking.

