

## **AisleSuite Terms & Conditions of Hire**

Upon deposit payment and/or delivery of AisleSuite (AISLE SUITE PTY LTD) rented items, the customer agrees to all terms and conditions in this rental agreement. All hire items remain the property of AisleSuite.

### **Customer Responsibility & Safety**

1. To ensure the item/s is/are fully respected, the customer is responsible for the behaviour and safety of their event guests at all times.
2. The customer is responsible for ensuring AisleSuite item/s is/are prevented from abuse or damage.
3. Any damage to the venue property incurred during the hire period of AisleSuite item/s is to the cost of the customer.
4. Any lost AisleSuite item/s will be charged at a replacement cost and is to the cost of the customer.
5. The customer is responsible for ensuring onsite representatives are made fully aware of all obligations from this rental agreement and additional item rules provided by AisleSuite. The customer is responsible for ensuring all guests are aware of any necessary safety issues and/or hazards surrounding the hired items from AisleSuite.

### **AisleSuite Responsibilities**

1. Subject to the terms of this agreement, AisleSuite will provide to you the selected item/s, between the stated start and finish delivery/hire dates and times.

### **Payment**

1. All rental item prices are inclusive of 10% GST.
2. Customers are requested make all payments to AisleSuite via bank transfer. Bank details are provided on the individual customer invoice.
3. The remaining balance is to be paid on or before 30 days prior to the hire period.
4. Additional delivery charges may apply, and these will be provided on the individual customer invoice.
5. No refund is offered if goods or services are unable to be utilised due to circumstances out of our control i.e., weather.

### **Hire Period**

1. The standard hire period for items is 1-3 days including from delivery to collection.
2. Customers may wish to hire an item for 1 day only, but the price remains the same as a 3-day hire period.
3. Customers are responsible for the goods during the period of hire.
4. Additional charges apply for extended/late returns.

### **Deposit**

1. Customers are required to provide a deposit to secure their item/s, which is calculated at 40% per rented item and is non-refundable.
2. The deposit due date is provided on the individual customer invoice.
3. On payment of the deposit, AisleSuite will reserve an item for the customer on their specified event date.

## **Delivery**

1. Delivery charges are calculated from Biggera Waters, 4216.
4. The delivery (delivery and pick-up) charge is provided on the individual customer invoice.
2. Prices quoted on the AisleSuite website do not include a delivery fee, unless stated otherwise
3. Help with item set-up is included in the delivery charge.
4. Customers must check that they are happy with their item/s and notify AisleSuite at the time of delivery if they observe any prior damage to their item/s.

### Extra charges may apply if:

1. You wish for your items to be taken beyond ground level of a building.
2. Your event space is more than 20m from where our truck can park or pull up.
3. If your items need to pass via stairs, elevators, escalators or a steep descent.
4. Your hire period falls on a public holiday.

## **Cancellation Policy**

If the customer wishes to cancel hiring their rental item/s, they must inform AisleSuite as soon as possible, in email writing via aislesuite@outlook.com, in order to be eligible for a refund except for 40% deposit. Refunds are as follows:

1. A 40% non-refundable deposit is taken at the time of booking to secure our services/items for your date and the remaining balance is to be paid on or earlier than 30 days prior to the hire period.
2. If the customer cancels more than 30 days before their delivery/hire date, they will refund 60% of the total hire cost.
3. If the customer cancels between 15 and 30 days of their delivery/hire date, they will be refunded 50% of their total hire cost.
4. If the customer cancels less 14 days before their delivery/hire date, they will be given no refund of their total hire cost.

## **Rescheduling**

1. There is no charge to the customer for changing the delivery/hire date of their event, on the basis that AisleSuite have the item/s available on the new date.
2. AisleSuite must be informed no later than 30 days prior to the original delivery/hire date if the customer wishes to make changes.

## **AisleSuite Cancellation**

1. AisleSuite reserves the right to cancel item collection/delivery should they consider that the customer is unsuitable to take care of the item/s properly.
2. AisleSuite reserves the right to cancel item collection/delivery should a previous customer return the item in a damaged condition, leaving the item unfit for the next customer.

## **Soiled and/or Damaged Items**

1. Customers will be charged part or all of their bond if an item is returned soiled and/or damaged. The bond deduction will be determined by AisleSuite, depending on the extent of the damage.
2. Customers must inform AisleSuite if they are aware of any damage to an item.
3. Any lost AisleSuite items will be charged at a replacement cost and is to the cost of the customer.

## **Disclaimer**

This rental agreement forms the sole agreement between the customer and AisleSuite. The customer agrees to indemnify and hold AisleSuite harmless for any claims from the customer's use or misuse, including any third parties for loss, injury and damage to persons or items/property arising out of the customer's negligence or operation including legal costs incurred in defence of such claims.