

Juno Hire 2024 - TERMS & CONDITIONS

Definitions

"The Company" is Juno Hire Limited.

"The Customer" is any company or organisation to which The Company is contracted to supply goods and/or services.

"Goods" are any items that are the subject of any live contract between The Company and The Customer, regardless of ownership.

"The Contract" is any written or verbal agreement between the Customer and The Company for the latter to provide goods and/or services.

Hire

- 1) Goods hired to The Customer remain the property of The Company at all times.
- 2) For the entirety of the hire period, from delivery of the Goods, to the collection of the Goods, the customer is responsible for all safe keeping and maintenance of the goods.
- 3) Any damage caused to Goods, beyond reasonable wear and tear, will be the responsibility of The Customer. Any repair work necessary as a result will be chargeable.
- 4) Furniture cannot be moved or stacked other than by The Company without our permission.
- 5) Furniture protection, such as clear furniture bags that come provided on sofas and armchairs, will need to be put back onto the furniture prior to the collection, to ensure fabrics are kept clean and chance of damage is reduced.
- 6) It is the Customers responsibility to insure against total loss or irreparable damage of any Goods. In failure to do so the Customer shall be responsible to the Company for the full value of such goods plus the hire charge.
- 7) The Company will not be liable for any costs incurred by the Customer as a result of delayed deliveries or collections that are caused by extenuating circumstances that are out of The Company's control, including but not limited to; road traffic accidents, breakdowns, terrorist attacks.
- 8) No reductions or refunds will be made after the commencement of the chargeable period.
- 9) Once T&Cs have been signed and quote has been accepted, it becomes an order and is subject to a cancellation fee as follows: Once signed – 25% of the hire charge is payable. Within 14 days of delivery date – 50% of the hire charge is payable. Within 2 days of delivery date – 100% is payable.
- 10) It is The Customer's responsibility to ensure that adequate access is provided to The Company both upon delivery and upon collection of the Goods, and to ensure that such Goods are available for collection at the appointed time.
- 11) It is The Customer's responsibility to inform The Company of a suitable parking area for deliveries and collections in order to minimise the risk of parking penalties being issued. Penalty notice costs will be passed on to The Customer.
- 12) An additional £80 + VAT per hour wait time will apply if the event space is not available for set up or break down as per the timings stated on the quotation. The first 30 minutes post agreed time is free of charge; we will then charge £20 + VAT per additional 15 minutes.
- 13) If the Customer requires The Company to re-deliver or re-collect due to a mistake made by the Customer, including but not limited to placing the wrong order or giving a different delivery/collection address, an additional delivery / collection fee will be charged to The Customer at The Companies discretion.
- 14) If any Goods are not returned by The Customer to The Company at the end of the agreed hire period or within 7 days of a written demand from The Company, The Customer shall pay The Company a compensation payment equal to the current replacement retail value of the Goods.
- 15) The Company is not responsible for any items left in the Goods by The Customer.

- 16) The Company does not accept any liability for any damage or injury to the Goods or persons caused by the misuse of the Goods.
- 17) Any waiver by The Company of any breach by The Customer of these terms and conditions is limited to the particular event.
- 18) Any complaints that may arise must be reported in writing while our transport team are on site, or within 12 hours of delivery and sent to The Company by email.
- 19) All dimensions quoted are an approximate.

General

- 20) These terms and conditions shall be governed and constructed and shall take effect in accordance with the Laws of England and Wales and shall be subject to the exclusive jurisdiction of the English and Welsh Courts.
- 21) These terms and conditions govern the Goods to the exclusion of any other oral or written agreement. No modification of these terms and conditions shall be effective without the prior written consent of The Company.
- 22) Payment in part or in full of any contract to supply Goods/or services herein referred to shall be deemed to mean acceptance in full of these terms and conditions.
- 23) The Company shall be relieved of its obligation to perform any contract to the extent that the performance is prevented by failure due to fire, weather conditions, industrial dispute, labour disturbance or any other cause beyond the reasonable control of The Company.
- 24) No employee of The Company, whilst in the course of his or her duties, shall be held separately responsible under any circumstances whatsoever for any liability for loss, damage or other default outside his or her reasonable control.