

You're Invited

EVENT HIRE

How it works

Let's plan a party!



CONFIRM AVAILABILITY
client contacts us to confirm requested equipment availability



QUOTE APPROVAL
client approves quote



BOOKING CONFIRMATION
email confirmation sent to client within 48 hours



DEPOSIT CONFIRMATION
once deposit receipt has been received equipment hire will be secured



PAY 30% DEPOSIT
deposit to be paid within 48 hours of quote approval to secure equipment hire



2 weeks before event



CONFIRM DETAILS
confirm all delivery and venue details with client



PAYMENT DUE
full payment due (if outstanding)



1 week before event



CONFIRM TIMES
delivery and pick up times confirmed with client



EVENT FINALISATION
client will receive notification of all confirmed event booking details



EQUIPMENT DELIVERY/PICKUP
as already confirmed with client



Party Time



EQUIPMENT COLLECTION/RETURN
as already confirmed with client

Please note: Your booking is not confirmed until 30% deposit has been paid. To avoid disappointment please pay 30% deposit ASAP after quote approval.

Hire Terms

PAYMENT TERMS

A minimum deposit of 30% of the total hire amount must be made within 48 hours of receiving the quote to secure requested equipment. The equipment will ONLY be allocated to you and held once the deposit is paid.
Receiving Delivery - The final balance must be paid in full within 14 days prior to the function date.

Note: Bookings made within 14 days of the function date must pay the full amount to have their equipment secured.

DELIVERY & RETURN TERMS

Deliveries / Pickups:

All customers will be allocated a 2 hour delivery & collection window which will be provided the week of your event.
All delivery and collection time slots are between 10am - 6pm.

Additional fees apply for the following:

- Requesting a specific delivery / collection time
- If delivery / collection is requested outside of the 10am-6pm time frame
- If delivery / collection is required on a Sunday or on a Public Holiday

CANCELLATION POLICY

If you choose to cancel your booking between paying your deposit and up to 8 days before the event, You're Invited Event Hire will make a full refund of any hire fees paid minus 30% of your total hire amount.
Bookings cancelled within 7 days of the event date will forfeit 100% of the total hire fee.
These cancellation terms apply to cancellation of individual items from any confirmed order.

LOSS / DAMAGES POLICY

The hirer is liable for any damages to the hired equipment. Damages to products will be assessed on return and an invoice for repair or replacement will be issued to the hirer in the event the damages cannot be easily repaired. Damages will include but not be limited to: discolouration, missing parts, blown internal components due to misuse, permanent stains, cigarette burns, dents and bends or visible breakages.
The hirer will be issued an invoice to replace any hired items deemed lost.