



Proposal Hire - Terms & Conditions Disclaimer

Thank you for choosing our proposal hire service. To ensure the best experience and manage expectations clearly, please read and understand the following terms and conditions before confirming your booking:

1. Outdoor Hire & Weather Conditions

Our proposal setups are designed for impact and beauty, but safety remains our top priority.

- Outdoor setups will not proceed in adverse weather conditions, including but not limited to rain, strong winds, snow, or storms.
- This policy is in place to protect our equipment, your guests, and the integrity of the setup.
- The final decision on whether a setup can proceed due to weather will rest with our team on the day of the booking.

2. Photographer Availability

- Photography services are optional and subject to availability.
- While we aim to meet your preferred date and time, we cannot guarantee the availability of our photographers at short notice or for rescheduled bookings.
- If a photographer is unavailable on the day, this will not constitute grounds for a refund.

3. Rebooking Due to Weather or Unforeseen Events

- If weather or other unforeseen circumstances prevent us from delivering your hire setup, we will endeavour to offer a suitable alternative date.
- Rebooking is subject to availability and must be arranged within 3 months of the original booking date.
- Only one rebooking will be permitted per original hire.
- In the event that no suitable rebooking date is found, the booking will be considered forfeited.

4. Site Suitability & Access

- All chosen venues or outdoor locations must be pre-approved by our team to assess access, safety,

ground conditions, and suitability for setup.

- Clients are responsible for ensuring clear, level ground and any permissions required from landowners or venues.
- We reserve the right to refuse setup at any location that presents health and safety risks or operational challenges.
- If setup cannot proceed due to unsuitable conditions or lack of access on the day, the booking will be marked as delivered and no refund will be issued.

5. No Refund Policy

- All bookings are strictly non-refundable.
- This includes but is not limited to cancellations due to poor weather, site issues, customer unavailability, or changes of mind.
- By securing a booking, you agree that no money will be returned under any circumstances.
- Refunds will also not be issued for any unutilised services (e.g. if a photographer is unavailable or if the client cancels).

6. Backup Planning

- We strongly advise all clients to arrange a backup indoor or sheltered location in case of poor weather or unexpected site restrictions.
- We are happy to assist with assessing alternative locations, provided notice is given in advance.

7. Agreement & Acceptance

By proceeding with your booking, you confirm that you have read, understood, and accepted all of the above terms and conditions. These are in place to protect both you and our business, and to ensure a professional and seamless experience.