

The Tipi People

Full Terms & conditions 2025

Parties to the agreement

Hiring Company: The Tipi People Ltd d incorporated and registered in England and Wales with company number 10918558 whose registered office is at Unit 3 Queens court, Leechmere industrial estate, SR2 9TW

Hiring Customer: the Customer or the person/business name on the Order Confirmation

Payment

a. The Hiring Customer must make arrangements to ensure payment in full against Sales Invoice (Balance Due), is received to The Tipi People no later than 2 weeks prior to event date.

b. our preferred payment method is direct bank transfer bank details are as follows

ACC NAME - The Tipi People Ltd

ACC NO - 16519631

SORT - 09-01-29

C. Please check in with us beforehand if you'd like to explore other payment options.

D. It is your responsibility to confirm that any payments have been sent to the correct details and The Tipi People will not accept any liability for funds which are not received. If you are in any doubt please speak with us over the phone to confirm the correct details.

e. Should The Tipi People be required to issue a Sales Invoice (Credit/Refund), the Hiring Customer must provide their nominated payment method and associated details. All credits/refunds will be issued in line with statutory VAT rates at the time of the Sales Invoice (Credit/Refund) issue.

f. All Sales Invoice (Credit/Refund) payments will be made within 30 days from date of issue.

Late Payments

- a. Late payments on any Sales Invoice (Balance Due), Sales Invoice (Extra Goods, Services or Fees) and Sales Invoice (Credit/Refund) or any other invoice or sums due as set out in these terms and conditions are subject to interest at the statutory interest rate of 8% plus the Bank of England base rate at the time of late payment. Late payment interest will be calculated from the next day after payment is due until the outstanding payment is made.
- b. Any outstanding debt that is not settled within 30 days of the payment due date may be passed to third party debt collection services and will be subject to all further incurred recovery costs/fees.

Force Majeure

- a. There may be other events which are outside of our control (for example adverse weather, war, terrorism, disease, strikes or any other event which would restrict or prevent us from carrying out our obligations within these terms and conditions) which could cause delays, additional costs or cancellation of the event and if these events occur then we will not be liable for any losses incurred and the customer will be expected to raise a claim through their own insurances held.
- b. The Tipi People reserves the right to review these terms and conditions in line with any Force majeure situations and issue addendum and/or revised position statements/clauses. It will be clear that Force majeure clauses are in use and these may supersede particular points with these terms and conditions. That being said, The Tipi People will communicate such updates and will seek approval from the Hiring Customer in writing if affected. The Tipi People will always be governed by the principle of 'fairness' in deciding the cause of action and for how long such measures may be necessitated.

Recommended Insurances

- a. During the total rental period The Tipi People recommends that, at its own expense, the Hiring Customer should obtain and maintain the following insurances:
- b. Insurance to cover the Equipment Hire to a value not less than its full replacement value comprehensively against all usual risks of loss, damage or destruction by fire, theft or accident, and such other risks as The Tipi People may from time to time nominate in writing.
- c. Insurance against such other or further risks relating to the Equipment Hire as may be required by law, together with such other insurance as The Tipi People may from time to time consider reasonably necessary as advised by The Tipi People and/or its advisers.

- d. Insurance to compensate The Tipi People e in full if the event is cancelled due to circumstances beyond the control of either party. See 5. Cancellations for details of expected compensation amounts at specified time period relating to Event Date.
- e. Insurance to compensate The Tipi People e in full against cancellations/other failings from all parties involved in the event overall that may result in the cancellation/inability to deliver our part of the event. See 5. Cancellations for details of expected compensation amounts at specified time period relating to Event Date.
- f. Insurance relating to liabilities in relation to the event location/site and the likely guests/ suppliers accessing this area, along with all known high risk areas detailed including any public liability insurance which would be reasonable for your event
- g. All insurance policies procured by the Hiring Customer shall be endorsed to provide The Tipi People with at least 14 business days' prior written notice of cancellation or material change (including any reduction in coverage or policy amount) and shall upon The Tipi Peoples request name The Tipi People on the policies as a loss payee in relation to any claim relating to the tipis/ equipment.
- h. The Tipi People e must not incur any deductibles/excess charges/other fees in relation to a Tipi People e will require copies of the relevant insurance policies or other insurance confirmation acceptable to The Tipi People and proof of premium payment to The Tipi People to confirm the insurance arrangements.
- i. If the insurances taken out do not cover the cost of replacing the Equipment Hire to its full replacement value, the difference between the amount recoverable under the insurance and the amount of the loss suffered must be payable by the Hiring Customer.

Cancellations

- a. Things happen, and on occasion cancellations may be needed. Here's what you'll need to know.
- b. All cancellations must be made in writing and be acknowledged by The Tipi People Regardless of the cause, loss, other factors that may have led to the decision for the cancellation the following conditions will always apply:
- c. If the Hiring Customer cancels within 14 days of Effective Date, we'll refund the deposit in line with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (SI 2013/3134).
- d. After 14 days from the Effective Date, the Deposit becomes non-refundable.
- e. The Tipi People will not terminate this agreement unless the Hiring Customer is in breach of these terms and conditions. Should Tipi Unique choose to cancel this agreement, it reserves the right not to provide/and or may refrain from setting up the Equipment Hire and also to refrain from communication

where necessary with the Hiring Customer. This decision may be reached at any time up to the Delivery Date.

- f. Should The Tipi People wish to enact a termination, The Tipi People is entitled to pursue payment due at the amounts specified based upon the total days prior to Event Date at the point of termination.
- g. The Tipi People reserves the right to have advisers or other specialists step in at any point to facilitate such terminations/communications with the Hiring Customer.
- h. Should the Hiring Customer make a cancellation, and has incurred Sales Invoice (Extra Goods, Services or Fees), once paid these will be retained, and are in addition to other noted cancellation fees.

Amendments To Your Order

- a. We understand that event plans grow, shift, evolve throughout - and we know that having the flexibility to change details on the Sales Invoice (Balance Due) is important.
- b. As with cancellations, we ask the Hiring Customer makes the amendments in writing.
- c. All amendments are subject to availability.
- d. Amendments to orders may be subject to delivery cost increases/decreases to accommodate the change to Equipment Hire to be transported.
- e. The Hiring Customer may add on tipis/structures, third party items such as toilets/ generators/showers or any other equipment/services from other event companies up until 7 days prior to event date. For all of the above, a Sales Invoice (Amended Balance Due) will be provided with payment due on day of addition if within 14 days of the event date.
- f. If the Hiring Customer wishes to remove tipis/structures, third party items such as toilets/ generators/showers or any other equipment/services from other event companies, with up to 31 days prior to Event Date, there will be no financial penalties.
- g. If the Hiring Customer wishes to remove tipis/structures, third party items such as toilets/ generators/showers or any other equipment/services from other event companies, with between 30 days or less to Event Date , the Hiring Customer shall pay to The Tipi People 100% on Equipment Hire only inc. VAT at the statutory rate. A Sales Invoice (Extra Goods, Services or Fees) will be provided for payment due no later than 30 days from date of issue. For the avoidance of doubt, this is in addition to 'Deposit' payments made.
- h. If the amendment results in a decrease of 10% or greater than the original Equipment Hire total, a Sales Invoice (Amended Balance Due) will be provided to the Hiring Customer, who must pay The Tipi People 25% on difference between the original Equipment Hire figure and the current Equipment Hire figure , with

payment due no later than 30 days from date of issue. For the avoidance of doubt, this is in addition to 'Deposit' payments made.

- i. If the amendment results in a decrease of less than 10% of the original Equipment Hire total, the Hiring Customer will be provided to confirm the changes to Sales Invoice (Balance Due) in writing
- j. VAT for all amendments will be added to Grand Total and Balance Owing for payment no later than 30 days prior to Event Date.
- k. Once payment in full has been received against Sales Invoice (Balance Due) the Hiring Customer may request a reduction in quantities to be delivered. The Tipi People will require you to confirm in writing if you do not wish for the equipment to be delivered. However, no refunds/ discounts can be offered.
- l. For the avoidance of doubt, Equipment Hire will only be officially added/removed once the Sales Invoice (Amended Balance Due), Sales Invoice (Extra Goods, Services or Fees) has been paid and/or the amendment has been approved in writing.
- m. Where these debts remain unpaid, if this is prior to the Event Date, The Tipi People reserves the right to terminate the agreement and will request from the Hiring Customer all monies owed as per specified timelines detailed within section 5. Cancellations.
- n. Additionally, these may be passed to third party debt collection services and will be subject to all further incurred recovery costs/fees.
- o. The impact of reductions/increases to Equipment Hire should be carefully considered, as any/ all Sales Invoices (Amended Balance Due) and Sales Invoice (Extra Goods, Services or Fees) will apply regardless if the Hiring Customer chooses to revert back to the same/similar amount of Equipment Hire.
- p. Addition of new items of Equipment Hire will always be shown at current rate and in full
- q. Amendments to the order must be made in writing and be given by the Hiring Customer only. We will not accept requests for amendments to an order except where a specific person has been authorised in writing by the Hiring Customer.
- r. In the event of a cancellation, which follows amendments of an order with The Tipi People where any Sales Invoices (Amended Balance Due) and Sales Invoice (Extra Goods, Services or Fees) are owed to The Tipi People these will also require payment in addition to any cancellation fees at the time of cancellation. (See section 5. Cancellations)

Postponements

We genuinely hope you won't have to put off your event 'til a later date but if you do, here's the scoop:

- a. Postponements can only be made in writing with greater than or equal to 270 days notice prior to original Event Date and must include proposed new Event Date within the next 6 months from the original Event Date The Tipi People will perform a check to confirm availability on proposed new Event Date and also dates in the vicinity - confirming those available in writing.
- b. Both parties will need to agree in writing the new Event Date. It is only after this point should other reservations/changes with event suppliers should be officially confirmed. The Tipi People will not be liable for any losses/costs incurred due to provisional/confirmed bookings with any other supplier that have assumed other dates than what has been confirmed as the new Event Date.
- c. The Tipi People will advise a revised Order Confirmation inc. new Delivery Dates at its earliest convenience and cannot be held liable for any delays/losses resulting in altered pre- or post event timelines whatsoever the cause.
- d. There'll be a 10% on Equipment Hire fee along with any adjusted rates for products hired in subsequent years as well as VAT. A Sales Invoice (Extra Goods, Services or Fees) will be provided which must be paid in full with 30 days of date issue to confirm the postponement. Where these debts remain unpaid, these may be passed to third party debt collection service and will be subject to all further incurred recovery costs/fees.
- e. Where a postponement is less than 270 days from the Event Date, this will be classed as a cancellation by the Hiring Customer and will be subject to all clauses as set out in section 5. Cancellations
- f. A period of 30 days from official notice in writing of the postponement will be offered to a client when trying to confirm a new Event Date. Where a new Event Date cannot be agreed in writing within this timeframe, this will be classed as a cancellation by the Hiring Customer and will be subject to all clauses as set out in section 5. Cancellations.
- g. Where the proposed new date is held on reserve by another interested party, they will be offered first refusal to confirm booking within the 4-week reservation period (or whatever duration of their 4-week reservation they have left) and will take precedence. Expiration date of any known reservation periods will be shared and thereafter, the Hiring Customer has a period of 30 days to confirm this Event Date in writing.
- h. In the event of a cancellation which follows a postponement of an order with The Tipi People where any Sales Invoice (Extra Goods, Services or Fees) are owed to The Tipi People these will also require payment in addition to any cancellation fees at the time of cancellation. (See section 5. Cancellations).

Power, cabling and distribution for your event

- a. We're always happy to go the extra mile, and getting you sorted with power needs for the event is a biggie. Here's how we can help:

- b. Where The Tipi People has provided an event generator, we'll take care of power needs, cabling and all distribution for specified and agreed element(s) of your event *typically those inside near to tipis/furnishings location and any hired in goods we've been commissioned to provide. For events with extensive power requirements, such as festivals, this will be agreed in writing as to The Tipi People's obligations in relation to total power management.
- c. It remains the Hiring Customer's responsibility to provide The Tipi People with a comprehensive event power plan covering the needs of all of the suppliers including their total wattage, exact equipment to be used, number of plug sockets and preferred arrangement of sockets not less than 30 days prior to Event Date. Should The Tipi People receive this information with less than 30 days to Event Date it will make its best endeavours to include the information but this cannot be guaranteed and The Tipi People will not be liable for any losses/delays caused by this or similar scenario.
- d. The Tipi People may at times, make amendments to any specified power requirements, which will be fully explained, but in no way would this offer less than what is required.
- e. Where The Tipi People has a lead role in the power management of your event, The Tipi People will advise if road/pedestrian cable covers are required for the safety of the event overall. The Hiring Customer's initial quotations and any subsequent Sales Invoice (Balance Due) will reflect this. At any given point during the event planning it may become apparent that such items are required. The Hiring Customer's Sales Invoice (Balance Due) will be updated and will be subject to any payment terms as specified in section 6. Amendments.
- f. Where we're powering your event from a mains supply, there must be sufficient power capability/supplies/sockets within 50 meters of tipi/furnishings location. Additionally, a further check will be undertaken regarding the total amount of power and sockets available. The Tipi People will only provide event distribution up to 4 x 13 amp supplies (or equivalent when drawing from a mains supply). The Tipi People will prioritise the power distribution to for The Tipi People 's own equipment within the 4 specified supplies. After this, the spare supplies can be allocated to other event elements. It is advisable from the outset that you must discuss with The Tipi People e the total event power provisions when planning to manage this from mains supply.
- g. Where the requirements exceed our mains supply criteria ie 50m distance and 4 x 13 amp supplies The Tipi People e will insist upon a generator to manage event power. The Tipi People will constantly monitor this and will continue to assess if the event can be safely powered from mains supply.
- h. Outside of the specifications noted ie what The Tipi People will be managing either via a generator or mains supply, all other power needs remain the Hiring Customer's responsibility to manage fully. The Tipi People will not be liable for

any failings/power outages or other issues relating to power for the event that has been managed independently. Note when managing power independently, the Hiring Customer is solely responsible for the following: i. Full assessment of total electrical loads for event including a plan for cabling routes, where each will be connected (ensuring adequate supply/sockets and overall load capabilities) ii. Provision of all power, distribution boxes, cabling, converters, sockets, cable covers, safety testers, any other associated costs relating to electrical safety for all other event elements (except tipis/equipment hired from The Tipi People) management of electrical provisions/issues during, on the event date itself and afterwards iii. Ensuring any generators or other electrical provisions are in situ on/before the Delivery Date of equipment from The Tipi People Where delays occur such as being unable to test/ install equipment due to the power provisions, then The Tipi People reserves the right to issue a Sales Invoice (Extra Goods, Services or Fees) to cover the cost of returning to site to remedy this. If this is the case, such invoice would be required to be paid in advance to The Tipi People via bank transfer before works will be undertaken.

- i. The Tipi People e is able to provide electrical cabling, distribution, safety testerS and other associated equipment, along with technical installation. Should this be required, these items will be added to Quotations, Sales Invoice (Balance Due) or if later added, to a Sales Invoice (Amended Balance Due) and payment will be in line with payment terms for Sales Invoice (Balance Due) or Sales Invoice (Amended Balance Due), see section 1. Payment terms and also section 6. Amendments.
- j. Following the inclusion of the above onto the order, by the Hiring Customer, a plan will be agreed for The Tipi Peoples and the Hiring Customer's total responsibilities prior to the Event Date.
- k. It is your responsibility to check with venue provider (including marquees/barns etc., what is their approach to use of power. Importantly, this must include any power limitations/known issues/available sockets and specified thresholds and share these with The Tipi People e.
- l. An assessment will be performed and the Hiring Customer will be advised about The Tipi Peoples recommended approach to power management.
- m. Where necessary, the Hiring Customer may have to bear the costs for generators, power and cabling and any other power distribution fees as advised by The Tipi People e or insisted upon by the venue. Any such fees will be managed through adjusted Sales Invoices (Amended Balance Due) if notified with more than 30 days prior to the Event Date and must be paid in full and with accordance with payment terms as per section 6. Amendments. If the notification is received with less than 30 days to the Event Date a Sales Invoice (Extra Goods, Services or Fees) will be issued and must be paid in full no later than the Delivery Date,

- n. Note, generator bookings are advised to be made no later than 60 days prior to Event Date and are subject to availability. If the Hiring Customer advises, that a generator/power/cabling or other charges are required prior to 30 days before Event Date, a Sales Invoice (Amended Balance Due) will be issued and must be paid in line with section 6. Amendments. Where the generator is advised it is required with less than 30 days to the Event Date, a Sales Invoice (Extra Goods, Services or Fees) will be issued for payment no later than the Delivery Date.
- o. Managing power safely is imperative at events, it is the Hiring Customer's responsibility to ensure all suppliers' equipment is safe, fit for use and is operated in line with the power provisions made for such equipment and as notified to The Tipi People. The Tipi People cannot be held liable for any loss/damage resulting from any of the Hiring Customer's event suppliers equipment and or actions in the days prior to, during the event and afterwards.
- p. The Tipi People will rely on the information that the Hiring Customer provide to us in order to determine your requirements for power and cabling for your event and if this information is inaccurate or incorrect then we will not be liable for any additional costs which are incurred. For the avoidance of doubt any further costs incurred by us will be passed to the Hiring Customer via a Sales Invoice (Extra Goods, Services and Fees) and must be paid in full within the time specified.
- q. The Tipi People reserves the right to refrain from completing the installation if any of the above payments have not been paid in full by the specified time period and will not be liable for any delays/losses resulting from this, or similar scenario.
- r. Where these debts remain unpaid, these may be passed to third party debt collection services and will be subject to all further incurred recovery costs/fees.

Unforeseen conditions

- a. Decisions re. suitability for the tipi installation are made during comprehensive site assessments and updated during any subsequent re-inspections and upon arrival to site to commence the installation.
- b. However, in a very small percentage of cases, there remains a risk that despite The Tipi Peoples best efforts to forecast planned weather conditions and how the location will hold up throughout the event duration (and ensure plans have been implemented accordingly) that the location may still be prone to puddling, pooling or worse in some cases.
- c. The Hiring Customer should be aware of this and liaise with The Tipi People e immediately if any change to the condition (from how it was handed over) occurs and The Tipi People will work the Hiring Customer to manage this.

Site conditions

a. Outdoor events are the best, we LOVE them! But they do come with a requirement to keep an eye on the venue/site's ground conditions. If needed, and ideally before an Order Confirmation with The Tipi People, we'd recommend that we should have always performed a site visit, this will look at how dry/firm and level the ground is.

b. From here on in, it is the Hiring Customer's responsibility, to:

- i. Visit the venue/site regularly especially after any major landscaping works, changes to size/shape of space
- ii. Visit the site after heavy rainfall
- iii. Visit the site not more than 7 days before the date of the event

c. In doing so, you must report back to us each time and specifically if there's anything to note i.e. change to evenness of ground, wet squelchy sounds, pooling, puddling, or any other material change such as change to tipi location/ arrival of new buildings/obstacles/overhead constraints.

d. With not less than 7 days before the Delivery Date, the Hiring Customer must confirm that there is nothing specific to note.

e. Should the Hiring Customer notice any significant changes, they must contact The Tipi People who may decide to schedule a re-inspection visit

f. Any findings will be discussed and a plan enacted which may include (subject to availability) recommendations for extra equipment to ensure the site is safe to erect the tipis and fit-for-purpose as an event venue. This may also include us advising on how to minimise the risk through other measures as deemed necessary.

g. All options will be shared with you in advance including associated costs/extra equipment, extra resources and delivery trips needed. The preferred route must be agreed in writing and where necessary Sales Invoice (Amended Balance Due) or Sales Invoice (Extra Goods, Services and Fees) may be issued for payment in line with respective terms. The Tipi People reserves the right to commence the install if the above payments have not been made.

h. Any items being sourced independently to remedy ground conditions must be done so at your own costs and expeditiously so as not to delay the install/dismantle of tipis/equipment.

i. The Tipi People will accept no liability for delays caused by the addition of client-requested or extra services/equipment to make good/safe an event site.

j. Importantly, The Tipi People may, in such severe cases, determine that the ground conditions required to safely deliver tipis have not been met to and it may be warranted that you must provide an alternative venue/location. The Tipi People will not be liable for any cost contributions/compensation if the decision is on grounds of safety to event/ guests/ equipment overall. Where the conditions warrant significant changes to

planned locations/ install dates and times, The Tipi People accepts no liability for loss or delays.

k. The Tipi People also reserves the right, and will accept no liability for, refraining from setting up equipment if the conditions are considered so severe that would place The Tipi People equipment/staff/guests/suppliers at risk of damage/injury. If there is no suitable alternative sourced by the client, The Tipi People will not be responsible for any incurred costs/charges nor will it be liable to any event cancellation claims.

l. For the safety/betterment of the event overall, In extreme conditions, The Tipi People (and/ or any of its representatives/third party suppliers such as toilet provider/generator companies) may advise suggested relocation of tipis/equipment. You'll be asked to confirm in writing if you wish not to proceed with the recommendations. Any costs incurred (set up, during event itself and post event) as a result of failure to adhere to these recommendations, such as towing, recovery/excessive cleaning etc., will be passed on in full via a Sales Invoice (Extra Goods, Services or Fees) and must be paid in full in line with the stated payment terms.

m. Where these debts remain unpaid, these may be passed to third party debt collection services and will be subject to all further incurred recovery costs/fees.

Damage Waiver

a. Standard practice across within the event industry is that the Hiring Customer will be responsible for all accidental loss and damage to the Equipment Hire.

b. The Tipi People recommends that the you should take out adequate insurance to cover the risks and potential losses with your event and to cover the full replacement costs of all hired equipment, see section 4. Recommended insurances.

c. In some circumstances, you may decide not to pursue specialist insurance or your chosen insurance may be deemed unsuitable for the equipment hired/event circumstances it is being used. Therefore The Tipi People does offer a non-refundable damage waiver fee set at 5% Equipment Hire cost, that you can select to add to your booking.

d. The damage waiver covers cumulative repair and replacement costs of up to £5,000. Should there be damage or loss to tipis/equipment and third party goods, then the £5,000 will be firstly allocated to cover losses to The Tipi People. Any remaining balances will be allocated to third party goods. The Hiring Customer will be responsible for paying all costs that exceed £5,000 (less any damage waiver fees already paid) as additional damage waiver charges, raised via a Sales Invoice (Extra Goods, Services or Fees) with payment due no later than 30 days from the date of issue.

e. Where these debts remain unpaid, these may be passed to third party debt collection service and will be subject to all further incurred recovery costs/fees.

Statement of The Tipi Peoples Commitments

- a. Upon an Order Confirmation with The Tipi People we undertake to
- b. To arrange a site/venue meeting assessment (if deemed appropriate/necessary) with the Hiring Customer, as soon as is reasonably practicable and prior to the Event Date. This assessment will act as basis for agreements regarding installation locations/access routes/ agreed delivery dates (including agreements obtained from all parties re proposed plans), as well as establishing any third party equipment needs/key site contacts and other unique details about the event plans.
- c. To ensure that the Hiring Customer has copies of up-to-date Sales Invoices (Balance Due) and other such invoices that might be required. And which contain all of the agreed Equipment Hire details and accurate delivery costings for said Equipment Hire, and/or any charges levied as detailed within these terms and conditions.
- d. With no less than 90 days prior to the Event Date, hold a run-through meeting finalising all relevant details for the event. Immediately after, if required, updated Sales Invoices (Balance Due) and where required produce a Sales Invoices (Amended Balance Due), along with layouts to be raised and agreed in writing.
- e. With no less than 45 days prior to the Event Date, finalise the exact event details.
- f. Immediately after, if required, updated Sales Invoices (Balance Due) and where required produce a Sales Invoices (Amended Balance Due), along with layouts to be raised and agreed in writing.
- g. Throughout the process, but not less than the specified 90 days run-through and 45 days final checks to have provided documentation detailing final arrangements for the event including equipment location, overarching site plans, and internal space layouts.
- h. Enact an accelerated process to firm up event details, where the Event Date is less than 30 days from Effective Date. This will include necessary invoices, plans and other coordination details.
- i. Provide you with a call to confirm when our team are c.45 mins from site/venue in order to confirm meeting time.
- j. Deliver the equipment on the Delivery Date and to proceed to erect/install it for the use on or before the commencement of the rental start period.
- k. Upon arrival, we'll undertake a final pre-commencement assessment with the Hiring Customer including confirmation of final locations, formations, raised

canopies for tipis, access, ability to drive on grass, risks, weather forecasts, amended plans and other such details that may warrant discussion.

- l. Upon completion of the installation, we will deliver a comprehensive briefing covering the safety of, and recommended methods of use for all hired equipment. If third party equipment has been sourced by The Tipi People e on behalf of the Hiring Customer, the briefing will include these elements also. This briefing will also serve to sign off final install/furnishings and arrangement with the Hiring Customer as meeting their required standards and expectations and that it is free from defects. A formal signature may be required.
- m. To notify the Hiring Customer immediately of any forecast/encountered delays to agreed Delivery/Collection Dates.
- n. To dismantle and remove the equipment from the site in line with Rental End Period agreed.

Statement of the Hiring Customer's commitments

- a. Upon placing a booking with The Tipi People , the Hiring Customer undertakes to:
- b. Ensure all items listed on the Quotation and subsequent Sales Invoice (Balance Due) are correct and to have notified The Tipi People if any amendments are required.
- c. Ensure that all invoice addresses, event location address are correct.
- d. Provide The Tipi People with your full names inc. surnames and current correspondence address. And to confirm all contact/correspondence details at 30 days prior to the Event Date.
- e. Pay non-refundable stated deposit as shown on the Quotation to move the enquiry to an official Order Confirmation.
- f. To pay Invoice (Balance Due) and any other invoices at the dates specified within this agreement and noted on respective invoices.
- g. To pay 100% Grand Total, as shown on Quotation to move the enquiry to an official Order Confirmation if the booking is made with 14 days of the Event Date.
- h. Agree the final arrangements for the event including equipment location, overarching site plans inc. all known suppliers, and internal space layouts, with no less than 45 days prior to Event Date.
- i. Co-operate in an accelerated process in order to reach point of finalised quotes/event plans if the Event Date is less than 30 days from booking date.
- j. Have considered and confirmed (via a site visit ideally before making a booking) with The Tipi People our access and site conditions have been met ie that there's:
 - i. Approval to drive/store vehicles onto the turf area as close as possible to event location. Where this is not possible, a firm, hard-standing access road adjacent to the site, free from flooding, trees and overhead obstruction suitable for commercial vehicles must be available.
 - ii. Where tipis are being provided,

there is firm and level turf (or some other material not impervious to stakes and able to absorb rainwater). And that the site is large enough to hold the equipment in the formation previously agreed between the customer and The Tipi People as described on the site plan. *Note The Tipi People will advise risks of uneven ground, and will suggest revised locations if available within the site. The Hiring Customer must accept that there may be uneven furnishings/equipment and accepts all liability for loss/ injury relating to decisions to install tipis/equipment in said locations. ii. Hard-standing installs must be been advised from the outset or at earliest point known.*Note a hard-standing or other ballast system and anchorage kit may need to be added and will be managed through a Sales Invoice (Amended Balance Due) to be paid in full and in accordance with specified terms in 6. Amendments. Iv. Ensure access to all required utilities such as mains power/generators, and that these are in situ before Delivery Date of equipment. As well as ensuring a comprehensive event power plan has been provided. V. Ensure that there are toilet facilities for The Tipi People to use during the Delivery and Collection Dates, and these are in place at the agreed times. Vi. To have provided The Tipi People with information/maps relating to any special considerations such as relevant underground services and also to furnish The Tipi People with information about all known site conditions which may have the possibility of affecting the erection of the equipment ie rocky/clay or other known sub-surfaces etc. The Tipi People shall not be responsible for any loss caused by delay or failure to install the equipment arising out of or in connection with any incorrect information by the Hiring Customer or your authorised representatives as to the location of underground services and obstacles. In any event, The Tipi People e shall not be liable for any damage to underground cables or pipes.

- k. The Hiring Customer must also notify The Tipi People of any access considerations regarding the road(s) leading the site and the site itself. Such considerations ,may include but aren't limited to: i. Heavy goods vehicle or weight restriction (Our vehicles are no more than 7.5 ton but sub-hired vehicles may be up to 18 ton, please check with us if you are unsure). ii. Narrow lanes or gates iii. Loading zones and parking restrictions iv. Parking or other loading/driving restrictions v. Sharp bends in access roads or on site vi. Low clearance under bridges or other structures vii. Overhanging trees and foliage viii.Overhead power lines or other cabling ix. Arched gates x. Soft surfaces xi. Security clearances/gate codes xii. Site safety restrictions, registrations etc.
- l. Accept that where inadequate information or an opportunity to access to the site beforehand to assess the risks hasn't been provided, that in some cases owing to the fact that some of furniture is very heavy/difficult to handle our delivery crew deem it unsafe/unsuitable to deliver equipment. Any occurrences whereby

equipment has been unable to be delivered as a result of this will not be refunded however the cause.

- m. Co-ordinate site visits so that the Hiring Customer and any/all venue/site representatives, interested parties are present at the initial site/venue meeting assessment to agree installation locations/access routes/agreed delivery dates (including out of hours agreements), as well as establishing any third party equipment needs/key site contacts and other unique details about the event plans.
- n. Be present for the arrival of equipment ie Delivery Date/time and also for the comprehensive briefing meeting at which the equipment will be explained and responsibility for its safe use handed over to yourself or your authorised representative.
- o. Where the Hiring Customer chooses to pass over this responsibility to venue, other representative, then The Tipi People e will accept no liability for any loss/delays resulting from this element being managed by another party. The Hiring Customer is reminded that if handed over to a representative, all risks for safe use/loss and damage of equipment throughout the Total Rental Period remains with them as the Hiring Customer.
- p. Accept that even if the cost of the booking is managed by another party, that the all conditions set out in this agreement relate to the Hiring Customer specifically and no liability can be passed over on this basis.
- q. Accept that the equipment remains the sole property of The Tipi People e and our third party providers during the Total Rental Period and that the Hiring Customer is prohibited from hiring, selling or parting possession from the equipment for the duration of the Total Rental Period.
- r. Accept that relocating any parts/all of the equipment including moving items to other rooms/ locations/structures without prior agreement in writing from The Tipi People is prohibited. t. Agree not to use the equipment for any unlawful purpose

Co-ordinating schedules for install/dismantle

- a. The Tipi People requests that you must provide details of all other hire companies who will be wanting to place equipment in/near to the The Tipi Peoples equipment in the lead up to the event. It is your responsibility, at the earliest opportunity to liaise with The Tipi People in order to agree required spaces/head heights and explore any unique considerations for all booked suppliers. From this a programme of delivery/removal and bespoke full event plans (interior and exterior) will be produced detailing safe, accessible and agreed schedules for suppliers setting up/taking down equipment and the best locations within or near to the tipis/ equipment hired.

- b. The Tipi People will not accept any liability for delays/issues arising from change to scheduling as a result of any unforeseen circumstances, issues relating to unforeseen weather forecasts, delays caused by other contractors (inc. equipment booked with our third party providers) where the reasons are beyond The Tipi Peoples control.

Site preparations before the event

- a. If required and advised by The Tipi People certain event preparations must be implemented, these are as follows: i. Turf/grassed areas should be cut short (with the grass cuttings collected). ii. Overhanging trees/obstacles should be pruned/cleared incl. collection of any such debris formed during this process. iii. Measures should be taken to ensure any obvious and significant holes are filled. iv. Ground is level/flattened where the equipment will be installed.
- b. The Tipi People will have requested details of scheduling for any marquee/ temporary structure, room/space/barn access to coincide with the Delivery Date of Equipment Hire. It is the Hiring Customer's responsibility to ensure that access to temporary structures or other required spaces is as planned. Where there are delays resulting from temporary structures/room access being unavailable, a revisit charge may be applied, which will be managed by Sales Invoice (Extra Goods, Services or Fees) being issued with payment due before Event Date.
- c. If required and advised by The Tipi People any agreed power/utility installs ,must be in place to coincide with agreed Delivery Date of event equipment. The Tipi People can accept no liability for delays caused by failing to co-ordinate such provisions.
- d. Any other recommended measures to aid the event set up prior to Equipment Hire Delivery Date such as install of gate points, security arrangements, hard-standing, or other specific requirements must be managed by the Hiring Customer and the cost of such measures must be borne by the Hiring Customer and/or venue/site owners.
- e. If any extra work/revisits to complete the installation is required which is as a direct result of failure to have the necessary provisions in place before the Delivery Date, this may be subject to additional costs that will be raised by The Tipi People as a Sales Invoice (Extra Goods, Services or Fees) which must be paid in full before The Tipi People can provide the Equipment Hire.
- f. Where these debts remain unpaid, these may be passed to third party debt collection services and will be subject to all further incurred recovery costs/fees.
- g. The Tipi People will not be liable for any costs incurred or difference in overall event experience caused for failure to adhere to the specific recommend site preparation conditions.

Reservation period

- a. After picking your chosen date, meeting us and feeling sure you that you'd like to hire from us, securing your date couldn't be easier! Let us know in writing, and we'll start our reservation process:
- b. When you're ready, let us know, you'll then be on hold for 4 weeks, during which you're able to move your enquiry to an Order Confirmation via the payment in full of Deposit.
- c. Our tipis/furnishings get a whole lotta love, so we do have to release the date/tipis once the specified reservation period is up.

Event licensing and consent

- a. We know a thing or two about running outdoor events, and with that comes the need to have kept those important folk in the local area up-to-date with your event plans. It is the Hiring Customer's responsibility to obtain/adhere to the following: i. Such permits and consents from the relevant authorities (including the local planning authority, district surveyor, police, fire brigade and any similar organisations) as are necessary for the equipment to be installed at the site. ii. Where any specifics relating to our provision have been detailed, you must provide these to The Tipi People at least 30 days prior to the Delivery Date.
- b. We will not be liable for any losses incurred due to the failure to obtain the necessary licences or any other consent which may be required in order for the event to take place and if the event is cancelled as a result then provisions of section 5. Cancellations shall apply.

Condition, colour and cleaning of goods

- a. We take special care of all of our event equipment and quality standards matter to us. With that in mind, we want you to know that, unless otherwise stated, our goods are supplied as continual hire items and are classed as 'used' and as such may display signs of reasonable wear and tear.
- b. It is the Hiring Customer's responsibility to shout, if this causes any concerns for your individual event and to sign off the condition of goods beforehand.
- c. Items are available to view at showcase events and at the warehouse upon request. If you are unable to view the items on your order in person please be aware that the colour and condition may differ from the images on the website.
- d. It is the Hiring Customer's responsibility to check and inform us of any specific requirements regarding colour, condition and suitability for your project.
- e. Exceptional quality is what matters to us, it's all in the details! Equipment may have to be delivered over fields/other outdoor environments and in vehicles that have been used in such conditions. We genuinely care about this, and as such our install team carry full cleaning kits and may on occasion clean products in

situ prior to handing over the items. We cannot accept any liability for delays caused as a result of this approach. It is the Hiring Customer's responsibility to let us know if, for any reason this is not accepted/feasible and we'll ensure alternative methods are agreed beforehand.

- f. Likewise, if you beat us to an item that needs a spruce up, let us know and we'll happily take care of it for you and ensure your event is free to sparkle! Should you choose to do this yourselves, The Tipi People will not be liable for any loss/delays or claims relating to the cleanliness of equipment delivered.
- g. The Tipi People will use its best endeavours to supply the Hiring Customer with the equipment ordered but where this is not possible, will agree with the Hiring Customer as soon as possible, in writing, of any alterations to the design and specifications of the equipment. In all cases, where the Hiring Customer deems the alteration to be so significant to a specific item hired, the Hiring Customer may choose to accept a refund of 75% of final Equipment Hire costs and damage waiver if selected for your booking along with VAT at the statutory rate. The Tipi People will not refund delivery costs for the booking and the 25% 'Deposit' paid at Order Confirmation is non-refundable.

Permitted users and general expectations

- a. No smoking inside the tipis.
- b. Free-range children are encouraged to enjoy all of the equipment but must be supervised at all times
- c. Animals are permitted inside the tipis/near to furnishings, but must be supervised, on leads and kept off equipment.
- d. If damage waiver is held, any costs for repair, replacement, cleaning will be assessed in line with damage waiver criteria.

Rubbish removal, cleaning

- a. The Hiring Customer must clear The Tipi Peoples equipment of items including your own belongings, debris, rubbish, broken glass, supplier's waste/belongings, and any form wet spillages/excessive soiling, prior to Rental End Period date.
- b. The Hiring Customer must leave the equipment in the original and clean condition as accepted prior to use inc. the removal of, and disposal of floral additions to decorative items/tipi poles.
- c. If The Tipi People has provided equipment such as litter bins, the rubbish within remains The Hiring Customer's responsibility to dispose of. Any excess waste that has to be returned to The Tipi People premises will be subject to full waste disposal costs. All such charges are exempt from damage waiver policy if held. Waste removal costs will be raised via a Sales

Invoice (Extra Goods, Services or Fees) inc. VAT and must be paid in full within 30 days of date of invoice raised.

Discounts, endorsements, sponsorship

charity events Discounts

- a. Discounts cannot be used in conjunction with any other offer
- b. Hired in goods will be exempt from any discounts offered
- c. Discounts must be redeemed within timeframe and specified
- d. Discounts are capped at a max. discount at time of booking.
- e. Should amendments to orders with discounts applied be received, the discount for tipis/ structure or other specified equipment offer, may be removed and may also be subject to section were.

Signature of this agreement

- a. As the Hiring Customer, I hereby agree to these terms and conditions.

Signed