



LETTER COMPANY

Terms and Conditions

Below are the terms and conditions agreed upon completing the booking form for your Giant Letter or Number Hire.

1. Definitions

Client: The person, organisation, company or other body which is hiring the goods as specified on the Booking Form.

Event date: The time and date of the event, confirmed by Giant Letter Company and noted on the Booking Form.

Booking Form: The form signed by, or on behalf of, the client and Giant Letter Company specifying details of the booking.

Day: A calendar day, unless specified otherwise.

2. Booking confirmation

2.1. A booking is not confirmed until the client returns a Booking Form, pays any costs as outlined under 'Payments' in these terms and conditions, and receives confirmation of the booking from Giant Letter Company.

3. Payments

3.1. A non-refundable deposit of 50% of the booking cost is payable upon booking. The booking is not confirmed until the deposit is received by Giant Letter Company.

3.2. The balance of the booking cost is payable 14 days before the client's event.

3.3. If the balance of the booking cost is not received more than 14 days before the event date, the booking may be cancelled and the client will forfeit the deposit.

3.4. If the client requests use of Giant Letter Company's services in excess of the time noted on the Booking Agreement, this will be billed accordingly to the additional hire.

4. Access, space & power requirements

4.1. The client shall ensure a safe and appropriate environment is provided for Giant Letter Company to operate its equipment.

4.2. The client must ensure:

- appropriate space for the hired letters/numbers
- access to 240v power within 15m of Giant Letter Company's equipment.
- all doorways and access paths are at least 80cm wide.
- if an outdoor event, an alternative indoor area is supplied if any chance of poor weather.

4.3. The client is responsible for paying any charges imposed by the venue, or required to access the venue. These charges may include, but are not limited to, parking and electricity.

5. Changes & cancellations

5.1. Requests for changes of the event date must be made at least 30 days before the original event date. A date change is subject to availability and receipt of a new Booking Form.

5.2. All cancellations will result in the client forfeiting the deposit, however if Giant Letter Company is notified of cancellation more than 30 days before the event date, credit to the value of the deposit will be given to the client to use for any future booking made within 6 months of the date of cancellation.

5.3. Cancellations made within 30 days of the event date will result in the client forfeiting all payments made to Giant Letter Company.

5.4. Giant Letter Company can cancel any booking at any time. If Giant Letter Company decides to cancel a booking, all payments made will be refunded to the Client.

6. Damage to equipment

6.1. In order to prevent damage to equipment, Giant Letter Company reserves the right to deny service to any person.

6.2. If circumstances arise where a threat or implied threat of harm, damage or violence to Giant Letter Company's staff or equipment, Giant Letter Company reserves the right to cease providing services.

6.3. Any damage to Giant Letter Company's equipment during the client's event caused by the client, client's guests or any other person in attendance at the event whether invited or not, will result in the cost to repair/replace the equipment.

7. Use of images

7.1. The client gives permission for all photos taken during the event to be used on Giant Letter Company's website and other promotional material.

8. Indemnification

8.1. Giant Letter Company will not be held responsible for any circumstances outside their control. This includes, but is not limited to, fire, riot, civil commotion, accidents, acts of nature and equipment failure. If such circumstances arise, all reasonable efforts will be made by Giant Letter Company to provide service or find a suitable replacement service. If this is not possible, the client will receive a refund of all payments received by Giant Letter Company for the booking.

8.2. The client agrees that in all circumstances, Giant Letter Company liability is limited to an amount equal to the booking cost and not be liable for indirect or consequential damages.