

RAYNERS CATERING EQUIPMENT HIRE
Banquet House 118-120 Garratt Lane London SW18 4DJ.

CONDITIONS OF HIRE

1. All equipment hired remains the property of Rayners Catering Hire Limited, hereafter referred to as ~~the~~ the Company+.
2. The hirer is fully responsible for hired equipment from the commencement of hire until the equipment is returned in good order to Banquet House.
3. Without prejudice, or the need to give notice to the hirer, the Company reserves the right to substitute similar equipment in lieu of a particular item ordered.
4. The hired equipment is solely intended to be used and stored indoors unless specifically designed and manufactured for use outdoors. If the equipment is used and stored outdoors the hirer is fully responsible for the damage caused by the weather or any other reason.
5. Under no circumstances should electrical appliances be used without being correctly earthed unless it is of a double insulated construction.
6. Gas appliances must not be used below ground level and should be situated in a well ventilated area.
7. In the event of a breakdown or unsatisfactory working of the hired equipment the Company should be notified of the fault. No attempt should be made to repair the item unless express permission has been granted by the Company.
8. If a hirer has any cause for complaint concerning the condition, suitability or performance of the equipment hired the Company should be notified immediately. No consideration for redress will be given to a grievance once the equipment has been used.
9. No responsibility will be accepted by the Company for an accident or damage resulting from use of the equipment hired whatever the cause arising.
10. The equipment should be returned clean and dry. All equipment with the exception of furniture and linen will incur a 20% surcharge if returned dirty.
11. Silverware and stainless steel equipment should be rinsed in soapy water only. On no account should scouring pads or abrasive powders be used which could result in permanent damage to the item.
12. Table linen must not be returned damp or wet. Damage resulting from mildew or other stains and burn marks will be invoiced at the full replacement cost.
13. All containers used in the packaging and transit of equipment must be returned. A charge will be made for all cartons, boxes and Caddies (roll pallets) lost or damaged.
14. Prices quoted are for one day (24 hours) hire only.
15. Hire charges are calculated from the date the hire commences until the equipment is returned to the Company in a clean and serviceable condition unless otherwise agreed.
16. Extended hire charges are calculated on the basis as follows:-

(a) weekend charged at 1 day rate	(d) 7- 9 days charged at 3 x daily rate	(g) 21-27 days charged at 6 x daily rate
(b) 2-3 days charged at 1½ x daily rate	(e) 10-13 days charged at 4 x daily rate	(h) longer periods available on request
(c) 4-6 days charged at 2 x daily rate	(f) 14-20 days charged at 5 x daily rate	
17. The Company reserves the right to change any price without the need to give prior notice.
18. All prices are subject to VAT.
19. In addition to the hire charges a refundable deposit is required. The deposit, less the replacement cost of breakages or losses, is returned by post after the equipment has been checked by authorised staff at Banquet House. Where the deposit is not sufficient to cover the replacement cost the hirer is liable for the outstanding balance.
20. A delivery will not be carried out until full payment of all the charges relating to the hire has been received unless account facilities exist. Other than in exceptional or unavoidable circumstances the Company must be in receipt of cleared funds for the full payment no later than 72 hours prior to the delivery. Details for an electronic transfer payment are as follows:-

(a) Account name:	Rayners Catering Hire Ltd	(d) Account No:	10650641
(b) Bank:	Barclays Bank plc	(e) Sort code:	20-90-69
(c) Bank address:	Wandsworth Branch PO Box 3847 London SW11 1TR	(f) BIC code	GB BARC 22
		(g) IBAN	GB93 BARC 209069 10650641

When processing the electronic transfer it is important the Order No. is used as the reference so that the payment can be matched to the order.

21. The Company can not process a payment using either a credit or debit card.
22. Payment by cheque will only be accepted providing it is received at Banquet House at least 10 days prior to the commencement of hire. If a cheque, which has been presented in payment for a hire, is for any reason returned by the bank the Company will charge a fee.
23. To place an order and secure the equipment more than five days prior to the commencement of hire the hirer must make an advance payment of at least 50% of the total cost of the order unless otherwise agreed. The Company would deem the remittance as confirmation of the order.
24. No item can be removed or substituted on an order after midday on the day prior to the commencement of hire but additional items can be ordered up until 18.00 hours.
25. Hire charges do not include transport. Delivery and collection rates are to ground floor only unless previously arranged to the contrary.
26. Every effort will be made to comply with any reasonable request relating to the time of the delivery/collection. However, the Company does not accept liability for claims arising from non/late delivery or collection of equipment or failure to adhere to specific instructions.
27. The Company will exercise due care and consideration when delivering/collecting the equipment to/from an unloading/loading point which, when no other arrangement has been agreed, must be within a short distance from the drop off/recovery area.
28. It is the hirer's responsibility to ensure any necessary protective covering for the floors and walls are in place before the transport crew arrive on site.
29. If the transport crew is unduly delayed or detained while attempting to effect a delivery or collection of equipment an additional charge will be imposed in respect of waiting time. Also if the delay or detention results in the Company receiving a Penalty Charge Notice the cost of the parking fine will be passed onto the hirer.
30. Before the equipment is released to the hirer the Company shall require sight of two means of identification . one photographic either a passport or driving licence and secondly a recent utility bill for the hirer's address.
31. The hirer warrants the person signing the Delivery Note is duly authorised to do so on behalf of the hirer and the person signing the Delivery Note warrants he/she is duly authorised to sign on behalf of the hirer.
32. It is admitted the person signing the Delivery Note had the opportunity of inspecting the hired equipment and confirms the equipment was received in good condition.
33. A charge may be levied if the hirer cancels an order or fails to accept delivery of all or some of the equipment for whatever the reason. The maximum charge for cancelling or declining to accept the items will be based on a sliding scale and calculated from when the hirer notified the Company of the cancellation.

Scale of charges relating to advance notice given of the cancellation of an order prior to commencement of hire:

(a) four or more working days notice	NO CHARGE
(b) three working days notice	10% of the hire charge
(c) two working days notice	25% of the hire charge
(d) notice given before noon on day prior to commencement of hire	50% of the hire charge
(e) notice given after midday on day prior to commencement of hire	75% of the hire charge
(f) notice given anytime on the day of delivery of the equipment	Full cost of the hire plus the delivery charge

34. Even though the transport crews are remunerated by the Company the hirer acknowledges the fact that the transport crews are their agents and therefore are acting on behalf of the hirer, not the Company.
35. Account customers must ensure that we receive payment of all charges rendered in respect of an order within 28 days from the date of invoice. Interest at the rate of 2% per month will be levied on all overdue payments.