

# Terms and Conditions of Hire 2017



## General

- I. Provisional bookings will be held for 7 days before deposit is due.
- II. Completion of a signed Booking Form and Payment of a deposit on acceptance by PitchnGo constitutes a binding contract.
- III. We regret we are unable to accept bookings from anyone under the age of 18.
- IV. We regret PitchnGo Bell tents are **unsuitable for dogs**; however, disabled assistance dogs (e.g. guide dogs, hearing dogs) are welcome by prior arrangement.
- V. PitchnGo strongly advises you to take out Travel insurance for the duration of your holiday to cover illnesses, cancellations or losses.
- VI. Your Bell Tent hire starts at 12 noon on the day of your booking. Your hire period ends at 2pm on departure day. Please note, hire times may differ and are subject to change depending on access to your chosen campsite.
- VII. All Bell Tents with PitchnGo are strictly **non-smoking**. Smoking in the tents will forfeit your damage deposit immediately.
- VIII. To protect the flooring and furnishings, outdoor shoes should be removed at all times before entering the tents.
- IX. All Rubbish/Recycling/Waste must be removed at the end of your holiday prior to leaving the tent. PitchnGo reserves the right to levy a charge for additional removal of any rubbish/waste and a charge will be deducted from your security deposit.
- X. Hire prices includes delivery with a 25 mile radius of our Camborne Base.
- XI. Out of area bookings can be arranged at an additional charge based on the cost of 50p per mile unless agreed otherwise.
- XII. PitchnGo accepts no liability or responsibility for damage or theft to any property left in the bell tents for the duration of the hire.
- XIII. PitchnGo accepts no liability or responsibility for damage or injury to any member of your party that may occur during your occupation of the tent.

## PitchnGos' Undertaking

- I. PitchnGo will deliver, erect and furnish your Bell Tent to the agreed campsite on the first day of the commencement of your booking.
- II. PitchnGo will dismantle and remove all equipment from your campsite on the day of termination of your hire period.
- III. While PitchnGo will do everything possible to ensure your tent is erected prior to your arrival at your chosen campsite, no responsibility or liability can be accepted for delays due to road accidents/traffic issues/weather permitting issues. PitchnGo will however notify you should there be a delay.

## Payment

- I. A 25% non-refundable deposit is payable on booking.
- II. Balance of hire payments are due 28 days before commencement of hire.
- III. A refundable damage deposit is required with balance of payment. This is charged at £100 per tent.

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- IV. During the period of hire, you are responsible for the maintenance of all equipment from erection to dismantling.
- V. If for any reason you are not satisfied with the equipment provided, please notify PitchnGo immediately before use.
- VI. You are responsible for any damages or losses to tents and equipment during the hire period. Should the £100 damage deposit be insufficient to cover this, you will be liable for any additional costs relating to the damage.
- VII. Any costs incurred for rubbish removal or cleaning of matting if outdoor shoes have been worn inside the tent will be deducted from the damage deposit.
  - Cleaning of matting in this instance will be charged at £25.00 per tent.
  - Rubbish removal will be charged at £15.00 per tent.
- VIII. Your damage deposit will be refunded by credit transfer within 7 working days of end of hire.
- IX. Payment can be made by :
  - Cheque (payable to PitchnGo)
  - Credit Transfer

## Cancellation of Hire

- I. Your hire booking will be treated as cancelled if the balance of hire payment is not received with us by the date specified on the booking form (**28 days prior to the commencement date of your holiday**) or unless alternative payment terms have been agreed.
- II. If you wish to cancel your booking once you have paid your initial deposit, please notify us immediately. In these circumstances your initial deposit is non-returnable and any contract is rendered void.
- III. If you cancel once you have paid the full cost of your tent hire, we are unable to return any monies to you, unless we are able to re-book the bell tent for the period in question. In these circumstances we may offer the tent(s) at a reduced rental to encourage a late booking and any money we recover will be refunded to you.
- IV. In the event of extreme or adverse weather conditions, making it impossible to erect the Bell tent(s), PitchnGo cannot accept any responsibility or liability for losses or other costs incurred as a result. In this situation, we will work with you to offer you an alternative site/date where possible.
- V. PitchnGo reserves the right to cancel your hire booking at any time. In the unlikely event of this happening, a full refund will be made, however. PitchnGo holds no responsibility for any losses or other costs incurred as a result.
- VI. Should your chosen campsite cancel or terminate your booking, for any reason whatsoever, no refund will be given by PitchnGo. In this case, please contact us as a matter of urgency and we will do our utmost to help you find an alternative campsite.

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## Health and Safety

- I. PitchnGo operates a strictly no-smoking policy inside the Bell Tents.
- II. For your protection and safety, cooking or use of fire pits/BBQs and alike are strictly prohibited from use inside the Bell Tent. Fire Pits/BBQs can cause fires and release deadly carbon monoxide.
- III. Fire pits and BBQs should be sited at a safe distance from the Bell Tent and should not be left unattended.

## The Legal Stuff

- I. **Force Majeure** (unforeseeable circumstances preventing someone from fulfilling a binding contract)
  - PitchnGo cannot accept any responsibility or liability for losses or other costs incurred as a result of : acts of God including fire, flood, storm, natural disasters, war, sabotage, acts of terrorism, Government sanctions, labour disputes including strikes, lockouts, boycotts or other industrial actions, failure in transportation of equipment or in the provision of services.
- II. **Governing Law & Jurisdiction**
  - This agreement of disputes or claims arising out of, or in connection with it or its subject matter or formation (including non-contractual disputes or claims) are governed by and construed in accordance with the law of England.
  - The parties irrevocably agree that the courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).