**Terms and conditions**

**Hirer**

1. It is the responsibility of the person(s) hiring the equipment  to ensure that all reasonable steps are taken to avoid injury or prevent damage of the hired equipment.
2. It is the hirers responsibility to ensure that all of the equipment maintains its original condition for collection the next day. Any damage or lost items will be charged. The hirer has the right to look at equipment before we leave and let us know of any damages prior to our departure. The hirer will not be responsible for any damage caused during the installation by a member of staff of Sweet Dreams Portal.
3. No deposit will be asked in the eventuality of any damage but a handover report will be required to be signed after the instalment of the equipment.

**Prices, Deposits & Payments**

1. All prices are subject to change, however prices quoted at the time of booking will be honored.
2. A non-refundable deposit of 50 Euro is required at the time of booking to secure your teepee event dates.
3. The remaining balance based on the number of tents required and any extras, is to be paid at the time of the event. Payments not made within this time frame will result in the cancellation of your event with no exception.

**Cancellations**

1. Sweet Dreams Portal require 7 days notice prior to the date of the party for cancellations. No refunds will be given to cancellations made within 7 days of the party. The 50 Euro deposit to secure the date at the time of booking is non refundable.
2. If a hirer would like to change the date of a party a minimum of 7 days notice is required.

**Equipment**

1. All hired equipment remains the property of Sweet Dreams Portal at all times.
2. Any stains and damage to equipment caused by neglect, misuse, loss or failure to follow instructions provided, will deem the hirer liable for full repair or replacement costs in addition to any loss of business.
3. All sizes quoted are approximate.
4. Sweet Dreams Portal reserves the right to substitute hired equipment with that of a similar value and type without notice in the event of previous loss or damage.
5. Equipment shall be used only for the intended hired purposes.  Climbing or hanging on to the tents is dangerous and MUST NOT be allowed.
6. It is the responsibility of the hirer to ensure duty of care and supervise children at all times with the hired equipment.
7. Sweet Dreams Portal recommend our services for children of the age of 6 and over. It is the responsibility of the hirer to ensure that any children below the age of 6 are supervised at all times whilst using the equipment. Children under the age of 6 must not be left overnight in the hired equipment unsupervised.
8. **Smoking is strictly prohibited** for fire hazard and to prevent cigarette smoke odour on the tents and equipment. If this is ignored and the equipment is returned having been in a smoke environment, we will ask for a payment of 50 Euros that will be used to clean or replace the equipment as  necessary.
9. All shoes, and sharp objects should be removed prior to use of the equipment.
10. Sweet Dreams Portal asks the hirer to refrain from allowing pets on or in any of the equipment. Should the equipment require extensive cleaning due to pet hair we reserve the right to ask additional amount for the cleaning.
11. To avoid stains that we cannot remove, Sweet Dream Portal ask the following:
* Any nail varnish recently applied must be completely dry before entering the equipment. It is the responsibility of the hirer to ensure this.
* No food or drink is to be consumed on or near the equipment
* If children are wearing any makeup, we ask that this is fully removed before snuggling up in bed.
* No fabric pens are used in other around the equipment
* No pens, paints, crayons or markers, play doh, slime are used in around the equipment
* No glow sticks are used in or around the equipment.

**Delivery, Installation, Site locations, Facilities and Conduct**

1. All equipment is delivered, assembled and styled by Sweet Dreams Portal. The delivery is free of charge between 0 km – 20 km. Everything above this will be discussed.
2. Sweet Dreams Portal will ensure that all equipment is safe and working prior to installation at the event.
3. In the event of traffic, or any other uncontrollable circumstances preventing us from delivery of the equipment at the agreed set up time, Sweet Dream Portal will be limited to a refund of any moneys paid in relation to the contracted event or a pro rata reduction fee in the hire fee in the event of a delayed start. No further compensation will be paid.
4. It is the responsibility of the hirer to check that they have adequate room for the required tents and suitable access and parking for delivery and installation of the equipment.
5. The equipment must be installed in the hirers house on the ground floor. Should the hirer wish to hold the party upstairs or in an external building, they should inform Sweet Dreams Portal at the time of booking, with all the relevant information including but not limited to the floor level and the proximity to available parking for Sweet Dreams Portal.
6.  The hirer must ensure that the party area is clean and safe ready for the installation of the equipment. Sweet Dreams Portal reserves the rights to refuse the instalment of the equipment in a area that is not clean and safe.
7.  The hirer must ensure that the space is cleared prior to our arrival. Sweet Dreams Portal will not be responsible for moving the hirers furniture or belongings in order to make room for the equipment.
8.  Sweet Dreams Portal reserves the right to refuse delivery and installation should the venue or site be deemed unsuitable. In this case the full hire fee will be due and non-returnable.
9.  Once the equipment has been installed the hirer agrees to not move or tamper with any of the equipment.
10.  All equipment must remain inside the home at all times.
11.  It will take between 60 - 120 minutes for Sweet Dreams Portal to install the hired equipment. We ask that during the installation, the area is kept free of distractions, so as to not delay the installation process.
12.  Sweet Dreams Portal reserves the right to remove equipment should they feel that the customers conduct or use of the equipment be dangerous to themselves, anyone using the equipment or the safety of the hired equipment. In all such cases, the equipment will be removed and no refunds will be given.
13.  At no time will any level of abuse be tolerated towards Sweet Dreams Portal staff.
14.  Sweet Dreams Portal will return the next day, at the agreed time, to dismantle and remove the hired equipment.  A tour around the tents and items will be done prior to breakdown.
15.  SMOKING IS STRICTLY PROHIBITED. Should the venue smell of cigarette smoke we reserve the right to  refuse delivery. The deposit will not be refunded , will be retained by Sweet Dreams Portal.