



# Stageworld

## The Theatrical Costumier of Wolverhampton

Customer Copy

### Hire Terms & Conditions

It is accepted that customers have read, understood and agreed to the listed conditions of hire on booking costumes or show. Signature of such will be deemed as acceptance of these conditions and an official order.

#### General

- All costumes and accessories remain the property of Stageworld Ltd.
- The named hirer has the sole responsibility for the costume(s) until the costume(s) are returned to Stageworld premises. Customers who do not return costumes (for whatever reason) will be prosecuted.
- If a costume has been booked and subsequently damaged by a third party before your hire date, we will offer a comparable replacement.
- Stageworld Ltd reserves the right to change any part, colour or design of costumes without notice.
- Customers should check their costume(s) thoroughly on the day of receipt and advise Stageworld of any damage, missing items or costumes that do not fit. A message can be left on the answer phone or mobile. Any items not reported within 24 hours, will be charged to the hirer.
- Stageworld Ltd. cannot be held responsible for any costume(s) that do not fit. We can only provide costumes from the measurements we have been given. Please make sure that measurements are taken correctly.
- If a customer decides not to wear costume(s) supplied by Stageworld for whatever reason, which have been ordered, then these costume(s) must still be paid for.
- Customers wear Stageworld boots and shoes at their own risk and are hired as seen. Socks or tights must be worn.
- Customers must wear underwear whilst wearing Stageworld costumes.
- Costumes must be stored on appropriate hangers.
- Customers must not wash costumes or tumble dry any wet item.
- Eating, drinking and smoking in Stageworld costumes is strictly forbidden.
- Customers must not attach sticky labels or badges to any part of the costume.
- Customers must not adapt the costume in any form including sewing, gluing or ironing, except by an assigned wardrobe person from the company hiring Stageworld costume(s) and who has been approved by Stageworld Ltd.
- The cost of replacement will be charged by Stageworld Ltd. if ;
  - A costume is returned beyond reasonable repair
  - The costume is returned with permanent damage, i.e. cigarette burns
  - The costume is returned with one or more items missing
  - The costume is returned with blood (or other body fluids)
  - The costume is not returned to Stageworld for whatever reason
- The whole cost of replacement will be made (if applicable) if the costume(s) is returned, as per condition 12, 13, 14 & 15.

#### Returning Costumes

- Extreme care must be taken when packing costumes for return shipment. The majority of damage in any costume rental is the direct result of improper packing; therefore, the following should be noted:
  - When unpacking, take particular note of how items are packed, and repacked in the same manner.
  - Hats should be packed together in a separate box - not with other costumes or pieces that might crush them.
  - Costumes must never be packed when damp.Failure to observe these points will result in a charge to the customer.
- Costumes must be returned on the day agreed, and returned within normal opening hours. Failure to do so will result in a £4 per day per costume surcharge.

- Costumes must be returned to Stageworld using a 'Proof of delivery' service.
  - Goods lost in transit back to Stageworld are the hirer's responsibility.
  - We accept no responsibility for any monies or personal belongings left in returned costumes or bags.
- #### Payment of Goods & Deposits
- Wigs supplied by Stageworld Ltd. are not supplied as part of the costume(s). A separate hire charge is made for this.
  - Boots and Shoes supplied by Stageworld Ltd. are not supplied as part of the costume(s). A separate hire charge is made for this.
  - Payment in full must be made on delivering the costume(s) back to Stageworld Ltd., or available on final performance if you have arranged for Stageworld to collect the costume(s).
  - No change can be made to the invoice whatsoever unless agreed with Stageworld Ltd. prior to returning the costume(s) back to Stageworld.
  - A non-refundable deposit will be required at time of booking to confirm your order. This amount is at the discretion of Stageworld Ltd and you will be advised accordingly. If the booking is cancelled then you will lose this deposit. On completion of the order, this deposit may be deducted from your final invoice assuming condition 16 has been met.
  - No refunds will be made for early return of goods hired.
  - No refunds will be issued if a costume/show has been cancelled once it has been booked.
  - Late payment of goods is governed by the 'Late payment of commercial debts act 1998'. A late payment is deemed as being 7 days after the payment due date as set out on the invoice and is calculated using the calculation, Debt x interest rate x number of days late / 365. The interest rate as set out in the act is 8% plus the current national reference rate.
  - No refunds will be issued on accessories unless they are proven to be faulty.
  - The deposit may not cover the cost of repair or replacement costume. Therefore we reserve the right to levy extra charges to cover such costs.
  - We accept no responsibility for any injury or damage to a third party, persons or property caused by use of goods hired under this agreement. In the event of any matter being tested at law as a result of the hirer's failure to comply with any of these conditions, the hirer agrees to pay the company's costs in this matter.
  - The hirer will ensure that Stageworld costumes are insured with the appropriate level of cover and with a company who is authorised and regulated by the Financial Services Authority, such as NODA Insurance. Hirer's must ensure that their policy covers Costume rental.

#### Advertising

- Credit as Costumier must be given on all production literature using the following wording, "Costumes by Stageworld Ltd of Wolverhampton".

<p><b>DISCALIMER</b></p> <p>I _____ [Your Name] of _____ [Company Name]</p> <p>hereby agree to the 'Terms &amp; Conditions', and agree to abide by them for our production of _____ [Name of Production]</p> <p>I enclose a deposit to the sum of £ _____ [amount] made payable to Stageworld Ltd as set out in the 'Terms &amp; Conditions'.</p> <p>Signed: _____</p> <p>Date: _____</p>
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3. If a costume has been booked and subsequently damaged by a third party before your hire date, we will offer a comparable replacement.
4. Stageworld Ltd reserves the right to change any part, colour or design of costumes without notice.
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11. Customers must not wash costumes or tumble dry any wet item.
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13. Customers must not attach sticky labels or badges to any part of the costume.
14. Customers must not adapt the costume in any form including sewing, gluing or ironing, except by an assigned wardrobe person from the company hiring Stageworld costume(s) and who has been approved by Stageworld Ltd.
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  - A costume is returned beyond reasonable repair
  - The costume is returned with permanent damage, i.e. cigarette burns
  - The costume is returned with one or more items missing
  - The costume is returned with blood (or other body fluids)
  - The costume is not returned to Stageworld for whatever reason
16. The whole cost of replacement will be made (if applicable) if the costume(s) is returned, as per condition 12, 13, 14 & 15.

#### Returning Costumes

17. Extreme care must be taken when packing costumes for return shipment. The majority of damage in any costume rental is the direct result of improper packing; therefore, the following should be noted:
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19. Costumes must be returned to Stageworld using a 'Proof of delivery' service.

20. Goods lost in transit back to Stageworld are the hirer's responsibility.

21. We accept no responsibility for any monies or personal belongings left in returned costumes or bags.

#### Payment of Goods & Deposits

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23. Boots and Shoes supplied by Stageworld Ltd. are not supplied as part of the costume(s). A separate hire charge is made for this.

24. Payment in full must be made on delivering the costume(s) back to Stageworld Ltd., or available on final performance if you have arranged for Stageworld to collect the costume(s).

25. No change can be made to the invoice whatsoever unless agreed with Stageworld Ltd. prior to returning the costume(s) back to Stageworld.

26. A non-refundable deposit will be required at time of booking to confirm your order. This amount is at the discretion of Stageworld Ltd and you will be advised accordingly. If the booking is cancelled then you will lose this deposit. On completion of the order, this deposit may be deducted from your final invoice assuming condition 16 has been met.

27. No refunds will be made for early return of goods hired.

28. No refunds will be issued if a costume/show has been cancelled once it has been booked.

29. Late payment of goods is governed by the 'Late payment of commercial debts act 1998'. A late payment is deemed as being 7 days after the payment due date as set out on the invoice and is calculated using the calculation, Debt x interest rate x number of days late / 365. The interest rate as set out in the act is 8% plus the current national reference rate.

30. No refunds will be issued on accessories unless they are proven to be faulty.

31. The deposit may not cover the cost of repair or replacement costume. Therefore we reserve the right to levy extra charges to cover such costs.

32. We accept no responsibility for any injury or damage to a third party, persons or property caused by use of goods hired under this agreement. In the event of any matter being tested at law as a result of the hirer's failure to comply with any of these conditions, the hirer agrees to pay the company's costs in this matter.

33. The hirer will ensure that Stageworld costumes are insured with the appropriate level of cover and with a company who is authorised and regulated by the Financial Services Authority, such as NODA Insurance. Hirer's must ensure that their policy covers Costume rental.

#### Advertising

34. Credit as Costumier must be given on all production literature using the following wording, "Costumes by Stageworld Ltd of Wolverhampton".

#### DISCALIMER

I \_\_\_\_\_ [Your Name]

of \_\_\_\_\_ [Company Name]

hereby agree to the 'Terms & Conditions', and agree to abide by them for our production of \_\_\_\_\_ [Name of Production]

I enclose a deposit to the sum of £ \_\_\_\_\_ [amount] made payable to Stageworld Ltd as set out in the 'Terms & Conditions'.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_