



Happier in Wellies

Marquee & Event Hire – Cancellation and Weather Safety Policy

1. Purpose

The purpose of this policy is to provide clear guidance to Hirers on the terms relating to cancellation, adverse weather conditions, and safety responsibilities when hiring marquees and associated equipment from Happier in Wellies. This policy aims to ensure transparency, manage expectations, and prioritise the safety of all parties involved.

2. Scope

This policy applies to all marquee and event equipment hires arranged with Happier in Wellies. It forms part of the contractual agreement between the Company (“Happier in Wellies”) and the Hirer (“the Client”).

3. Definitions

- **Hirer / Client:** The individual or organisation entering into a hire agreement with the Company.
- **Company:** Happier in Wellies, the provider of marquee and event equipment.
- **Extreme Weather:** Conditions that pose a safety risk, including but not limited to high winds, storms, heavy rainfall, flooding, or any weather deemed unsafe by the Company.

4. Cancellation Policy

4.1 Cancellation by the Hirer

- **Within the 14-day cooling-off period:**
The Hirer may cancel the contract without penalty.
- **After the 14-day cooling-off period:**
The Hirer’s deposit is non-refundable and will be forfeited upon cancellation.
- **Cancellation 90 days or more before the event date:**
The Hirer is liable for **50% of the total hire fee.**
- **Cancellation less than 30 days before the event date:**
The Hirer is liable for **100% of the total hire fee.**



4.2 Cancellation by the Company

The Company reserves the right to cancel the hire contract if, in its reasonable opinion:

- Site or weather conditions make installation or use unsafe; or
- The Hirer has failed to make payments when due.

The Company is not liable for any consequential loss resulting from such cancellation. Refunds or alternative arrangements may be offered at the Company's discretion.

5. Weather Safety Policy

5.1 Extreme Weather Conditions

In the event of extreme weather, the Company may implement any of the following safety actions:

- Temporary evacuation of the marquee
- Partial closure or restriction of use
- Full removal of the marquee and/or equipment

These actions may occur before or during the event.

5.2 Liability for Weather-Related Disruption

The Company is **not liable** for any interruption, delay, damage, or other impact to the event arising from weather-related safety measures.

5.3 Hirer Responsibilities

- The Hirer agrees to comply fully with all safety instructions issued by the Company.
- Failure to follow safety instructions may result in immediate termination of the hire without refund.
- The Hirer must ensure that all guests, staff, and contractors also follow these instructions.

6. Responsibilities

6.1 Company Responsibilities



- To install, maintain, and monitor marquee structures in accordance with safety standards.
- To assess weather conditions and take appropriate safety measures.
- To communicate clearly with the Hirer regarding any safety-related decisions.

6.2 Hirer Responsibilities

- To ensure the event site is suitable, accessible, and prepared for installation.
 - To follow all instructions regarding weather, safety, and operational use.
 - To remain available for communication before and during the event.
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7. Agreement

By entering into a hire contract with Happier in Wellies, the Hirer acknowledges and agrees to the terms outlined in this policy, including cancellation fees, weather-related conditions, and safety requirements.

Policy updated: November 2025

Signed: G.Holder, J.Thomas