



Damage & Cleaning Deposit Policy

Happier in Wellies Marquee Hire

1. Purpose

This policy outlines the terms regarding damage deposits, cleaning charges, and the responsibilities of clients when hiring marquees and associated equipment from **Happier in Wellies**.

2. Damage Deposit Requirement

A refundable damage deposit may be required for all hires. The amount will be confirmed in the client's booking confirmation. The deposit must be paid prior to the installation date.

3. Client Responsibilities

Clients are responsible for:

- Preventing damage to the marquee, fixtures, fittings, flooring, lighting, and accessories.
- Ensuring guests, vendors, and third parties adhere to safe and appropriate use of the equipment.
- Preventing unauthorised access, misuse, or vandalism of the marquee or equipment.

4. Assessment of Damage

After the event, Happier in Wellies will conduct an inspection. Damage includes but is not limited to:

- Tears, holes, or burns in marquee fabric.
- Structural damage to poles, frames, ropes, or fixings.
- Water damage caused by client negligence.
- Staining, excessive mud, or contamination requiring specialist cleaning.

Photographic evidence may be collected where applicable.

5. Cleaning Charges



Standard cleaning is included in the hire price. Additional cleaning charges may apply where:

- The marquee or equipment is returned in an excessively dirty condition.
- Spillages, stains, or sticky residues require deep cleaning.
- Decorations or fixtures added by the client cause adhesive residue or damage.

6. Deductions from Deposit

Deductions may be made for:

- Repair or replacement of damaged items.
- Specialist cleaning.
- Labour costs associated with rectifying misuse or negligent damage.

Where the cost of repair exceeds the deposit amount, the client will be invoiced for the remaining balance.

7. Refund of Deposit

If no damage or excessive cleaning is required, the deposit will be refunded within **14 days** of collection of the equipment.

8. Disputes

Any disputes regarding deductions must be raised in writing within **7 days** of receiving the damage report.

9. Acceptance

By proceeding with the booking, the client agrees to be bound by the terms of this Damage & Cleaning Deposit Policy.

Policy updated: November 2025

Signed: G.Holder, J.Thomas