



Hire

1a. The hire period is for 1-3 days (e.g. Friday to Sunday or Saturday to Monday). If you require longer, the fee is 1.5x the standard hire rate per day, unless previously agreed before the event.

1b. Amendments to your order can be made up to one full week before the delivery/collection date. Please note this is dependent on stock levels at the time.

Delivery/Collection

2a. We offer a delivery and collection service chargeable at £0.45p per mile to and from Crowborough, East Sussex, to the agreed location. London congestion and toll charges apply.

2b. Delivery and collection is normally arranged for a Friday to Sunday or Saturday to Monday hire period. If you require longer, the fee is 1.5x the standard hire rate per day, unless previously agreed before the event.

2c. Times of delivery and collection may change due to unforeseen delays (e.g. traffic, incorrect information given, hirer/appointed contact not being available to sign for items). We will of course endeavour to keep these to an absolute minimum.

2d. Our crockery and accessories should be repacked for collection in the same way they were delivered. We package our collection in simple bubble and storage boxes.

Our Crockery and Accessories

3a. All items hired should be checked against the inventory of your order and signed by the hirer or appointed contact as agreed.

3b. Once the items have been signed over they become the responsibility of the hirer. Anything left unattended is at the hirers own risk and the hirer will be responsible for any loss or damage.

3c. Due to the age and fragile nature of our crockery and accessories, they will need to be handled with care. Many of our items show signs of age to the gilding and pattern, but we believe this adds to their charm!

Cancellation Charges

If for any reason you may wish to cancel your order, the following charges will apply:

30 days or more then we will only retain your non-refundable booking deposit. 30 days or under then we require 100% of the total order and the booking deposit will be retained by us,

Payment

4a. To secure your order we require 25% of the total order value as confirmation of your booking. This is payable by Cheque or Bank transfer (please see our cancellation section).

4b. The balance of the total is due 30 days before the event date, along with the 50% breakage deposit. Your order will not be delivered unless payment has been received and cleared in our bank.

Breakages

5a. The hirer is responsible for any loss or damage to the items until they have been checked back in by a member of the Alice team. Any known loss or damage should be reported at the point of return. The Alice team will inform the hirer within 3 days of return of any breakage charges that might be applicable.

5b. A refundable breakage deposit of 50% of the total order amount will be required 30 days before the event and will be returned 7 days after the event less any damage or loss costs.

Liability

6a. Alice and the teacup accept no responsibility for any injury or damage caused by the hire of any crockery or accessories, however caused. This includes any arising from item malfunctions or breakages.

6b. When boxed together, our collection can weigh a lot. We accept no responsibility for any personal injury resulting in the hire of our items.

6c. In the unlikely event of breakage, we will do our best to replace it before the event (dependent on stocks and event location).

6d. All items will be dispatched from us, clean and ready for use. They will be packed in simple bubble wrapped pouches and strong plastic boxes, and should be returned in the same way (unless you have chosen the option of us to wash up for you).

6e. Quotations are subject to availability and will be held for 7 days.

6f. Prices are subject to change without notice.