



## Frequently Asked Questions

WWW.ALICEANDTHETEACUP.CO.UK

### **Who are Alice and the teacup?**

Alice and the teacup was set up in 2010. Since then Alice and the teacup has provided crockery for many events in Kent, Sussex and London.

### **Where do you hire?**

We cover Sussex, Kent and London, but we are happy to travel further afield if required (please contact us for a quote).

### **What events do you supply?**

We supply to anyone who is looking for a vintage inspired event. Tea parties, engagements, hen parties, weddings, baby showers, christenings, charity events, product launches, funerals and many more!

### **Do you offer a washing up service?**

You don't have to worry about the washing up, for an additional fee of £25.00 we will do it all (we take it away and do it at Alice HQ). Just make sure that all the liquid is poured out, foodstuff removed and the everything is repacked in the bubble wrap provided.

If you decided you wanted to do it yourself, you're more than welcome, but due to the fragile nature of the items, they can not go in a dishwasher and everything will need to be hand-washed.

### **Do you deliver and collect?**

We will deliver and collect the china and accessories direct to/from you/your venue or location as agreed. We charge £0.45p per mile to and from Crowborough, East Sussex, unless you have agreed to collect from us. London congestion and toll charges also apply where applicable. Please be aware that the china comes in large and heavy boxes that may need two people to carry.

### **How do I repack the items to be returned?**

We will provide you with a full inventory of your order and explain how the items should be repackaged for the return journey. We try and make this as easy as possible. All of our breakable items come bubble wrapped.

### **What happens if something gets broken?**

Don't worry, it does happen. Should any breakages happen whilst in your care, we have a damage price list which can be found on our website. We require a breakage deposit of 50% the total hire cost. This will be returned once we have checked the items. Please see our T&Cs for more information.

### **How do I make a booking?**

To make a booking, simply email or phone us on the contact details below and we will talk you through the process.

**email:** [hello@aliceandtheteacup.co.uk](mailto:hello@aliceandtheteacup.co.uk)  
**website:** [www.aliceandtheteacup.co.uk](http://www.aliceandtheteacup.co.uk)  
**telephone:** 07880241351

