



Term & Conditions of China Hire

- The hire period will usually be for 3 days inclusive, extended hire arrangements can be made on request.
- We require a breakages deposit of 30% of your total order at time of booking which will be refunded if there are no damages after your event.
- Deposit will be returned in full for any cancellation made more than 60 days before the event. For cancellations made less than 60 days before the event, half the deposit amount will be refunded or in full if we are able to re book the date.
- Receipt of deposit by The Henley Tea Service is taken as confirmation that the hirer has read and accepted these terms and conditions.
- Full balance of payment is due 30 days before the event.
- Our china is NOT dishwasher safe so we would prefer to wash it up for you. Washing up is included in the price of all orders although the hirer is expected to remove food debris and tea drags from china prior to repackaging.
- After use and prior to return or collection of the china, it must be re-packaged carefully by the hirer in packaging and boxes provided by The Henley Tea Service.
- If you have arranged for The Henley Tea Service to collect the china it is essential that it is re-packaged ready for collection at the agreed time. The Henley Tea Service will make an additional charge to the hirer of £20 per hour or part of an hour for any time spent waiting, or for re-packaging ourselves if this becomes necessary. This fee would be deducted from the damage waiver (see below) along with any deductions for breakages or losses.
- China items will be, in our opinion, in good vintage condition. However, due to the nature and age of the items, patterns and gilt can be expected to show signs of wear.
- Our fine vintage English china is fragile. During the period of hire, the care of the china is the sole responsibility of the hirer. The china is used at the hirer's own risk and The Henley Tea Service will accept no liability for injury to persons or damage to property caused during its use.
- Our china is not dishwasher or microwave safe. If it is being re-used during the hire period, please wash it carefully by hand.
- A returnable damage waiver to be paid with the balance. The amount is negotiated in line with the amount of china hired. This will be held by The Henley Tea Service until the inventory has been checked after return of china. **A deduction of £5 will be made for each cup, saucer, tea plate broken, chipped or missing or for each missing item of cutlery. A deduction of £10 will be made for each serving plate, milk jug or sugar bowl broken, chipped or missing. A deduction of £20 will be made for each teapot, or cake stand broken or chipped or for any seriously damaged tablecloth or linen.** The balance will be returned to the hirer by post within 10 days of the end of the hire period. **If damage charges exceed the initial damage waiver, the hirer agrees to pay the excess.**
- All our china pieces are vintage or vintage style.
- We charge £35 for delivery and collection within Berkshire, Oxfordshire, Buckinghamshire, Hampshire and Surrey. Delivery to other counties will entail an additional cost of 35 pence per mile.