

Terms & Conditions

The following terms and conditions apply to all DIY Parties bookings - please read thoroughly before your event.

BOOKINGS - All bookings will be confirmed in writing (typically via email or social media messages). These emails form the contract between us, and all bookings are subject to the terms and conditions listed here. We guarantee to provide the services as confirmed in writing, to the best of our abilities and subject to any matters beyond our control preventing this.

HIRED ITEMS - We will ensure that all products are clean and in a good working condition, ready to use, when they leave us. All electrical items will be regularly PAT Tested. On delivery / collection / first use, you are responsible for making sure that everything looks as you'd expect - and must let us know at your earliest convenience if anything appears broken or missing, so that we can do our best to get replacement items to you quickly if possible (depending on the items hired & location of the event, we cannot guarantee this will be possible). If you do not notify us of items being damaged or missing on arrival, we'll assume that everything has arrived in a good condition. With the exception of consumables such as prizes & certificates in our Children's Party box, or items which have been bought from our store, all items are on hire from us, and remain our property at all times. Any insurance policies relating to the event and/or equipment hire must name DIY Parties as the owners. We'll always provide thorough user guides, but cannot accept responsibility for misuse or the lack of ability to use any equipment once in your care. We will attempt to answer any technical questions while you are setting up / using the equipment, but cannot guarantee an instant reply at all times. Any injuries / accidents caused while the equipment is in your care remain your responsibility, unless it is solely due to the mechanical failure of equipment supplied.

PURCHASED ITEMS - Where items are supplied as consumables / single use, or bought from our store - they are yours to keep. At the moment that they are collected from us or delivered to you, ownership transfers to you. All items will be supplied as described, in a completely new condition. Unused items can be returned in an unopened condition for a full refund, we cannot offer additional warranties or return periods for opened items as they are typically disposable and only suitable for one use.

LIABILITY - You are fully responsible for every item, including packing materials, while it is in your care. You must ensure that all items are used responsibly by guests at your party. You are liable for 100% of the repair/replacement costs if anything is damaged (beyond reasonable wear and tear) or goes missing while in your care. We can provide an estimate of the total value of your package on request, so you can decide if you wish to take out temporary insurance, or personally guarantee to cover these costs in the unlikely event that they should arise. In the event that items become damaged or missing during your care, you must inform us as soon as possible so we can work with you to discuss a solution. On return to us, if we find any items to be missing or damaged, you are liable to pay 100% of the repair/replacement costs. We are not liable for any costs or loss that you may incur as a result of using the equipment, or running the event.

PAYMENT - Payment in full is required within 7 days of an invoice being supplied. We don't typically ask for a deposit, so no payment in advance is needed. The invoice for the total amount will typically be sent on the day of your collection / delivery via email, but may be sent later (it will never be earlier). Any discounts offered will be removed if payment isn't made within 7 days, and we also reserve the right to add on interest daily at the standard rate for the time.

CANCELLATION - If you choose to cancel your booking more than 14 days ahead of time, no cancellation fee is payable. If you choose to cancel within 14 days, a cancellation fee of 50% will be payable, except in exceptional circumstances at our discretion.

DELIVERY / COLLECTION - Collection/return is from our premises at IP1 5EQ at a mutually agreed date/time. We will always have someone available at the time that has been agreed, but cannot guarantee to be able to arrange collection/return outside of this time. Where we are delivering the items to you (and/or setting up for you), we will arrive at the agreed location. date & time, but cannot be held liable for any delays caused by powers beyond our control.

PERSONAL DATA - We will keep all personal information confidential at all times, and not allow it to be disclosed in any part to any third party. We will take proper and all reasonable measures to ensure the confidentiality of all information, and not use the data for any purpose except for what is required to provide the service to you. We agree to respect your privacy and comply with the General Data Protection Regulations with regards to Personal Information.