



Theatre Star hire drapes are all professional theatre quality and made by us in our Melbourne workroom using quality fabrics. To maintain our high standard our drapes must be handled with care and kept in a clean environment. The onus is on the Hirer to ensure they have suitable hanging facilities in the venue and the drapes are maintained in a clean and undamaged state. Any cleaning required or damage to the items will be invoiced in addition to the hire charges.

Q. Who do you hire to? Can I hire for my party?

Our hire cloths are professionally designed and constructed for use in professional indoor venues such as theatres, stadiums and other venues. We do not hire for private functions, parties or wedding, or outdoor events, without prior consultation and approval.

Q. Are your Hire drapes Flame Retardant?

All of our drapes are certified to meet or exceed the requirements of AS1530 part 2 & 3 of the National Construction Code for Class 9B Buildings (Theatres, etc). The majority have been woven of flame retardant fibers (IFR), or have been treated with flame retardant chemicals (FR). All Drapes have compliant labels attached as required by the NCC. Flame Retardancy certification for many fabrics is [available from our website](#).

Q. Are Theatre Star LED Starcloths high quality?

Theatre Star starcloths are custom made using the same IFR fabrics we supply as drapes for professional theatres and venues across Australia. Quality ShowLED components ensure the starcloths are ready to go every time. Our Hire Starcloths are a modular design (10m x 3m ea) which can be rigged in portrait or landscape mode. [Further technical information is available](#).

Q. How do you calculate prices?

We can quote indicative weekly hire pricing for items but “Frequent flyer” and long term hire discounts may also be applicable. The travel time shipping to your venue and return may also need to be factored into the hire price. Please call us for a quote.

Q. Is delivery and pick up included in the price?

Delivery is not included unless specifically quoted. We can arrange shipping Australia wide or you can pick-up and return during business hours Monday to Friday to our facility in Kilsyth South, Victoria 3137.

Q. What information do you need to quote on a hire?

Your company name (who the invoice should be made out to)
Which cloths you are interested in.
The delivery address or venue name and location.
The hire period required;
- Date you need them onsite
- Date available for return or pick up

Q. What happens if a drape gets damaged? Or Lost?

Please call us as soon as it happens. We will discuss if we can repair or replace it to keep your production on schedule.

Q. You don't have what I need. Will you make, and hire me what I need ?

Call us to discuss your options. Depending on the length of the hire and the design, we may be able to make and rent a custom item. We will also quote you a purchase price.

Q. How do I book a Hire?

When we know which drapes and “required by” dates we will forward a quote for the Hire. A [Hire Booking Form](#), and a New Customer Information Form (if relevant) will be also sent. To confirm the booking the forms should be completed and returned to us. If a deposit is required we will then issue an invoice.

Q What are the payment terms? Will a deposit be required to secure the drapes?

Unless credit account facilities are in place, Theatre Star terms are 50% deposit with order to confirm the booking and balance before despatch, unless otherwise negotiated.

Q. How are the drapes packed?

Each drape or set of drapes is in a PVC drawstring storage bag or heavy duty bag. The type of packing for shipping depends on the type and amount of drapes hired. Most of the larger drapes are very heavy so will be packed onto a pallet or roadcase for transit. We will discuss with you the best way to get the drapes safely to you and returned.