



HIRE TERMS & CONDITIONS

Product Hire – Terms and Conditions

- The standard rental period is 1 week (7 days) or part thereof and includes weekends and shipping time. Shorter or longer periods can be agreed upon.
- Rental cloths should be returned within business hours on the agreed date. Failure to do so will incur extra charges on a daily basis, commensurate with the weekly rental charge + 20%.
- Non-Government and non-account holders will be required to pay 50% of the rental fee as a deposit to secure the rental. Balance will be due 1 week prior to the rental period commencement.
- Non-Government and non-account holders may be required to provide a deposit equal to 20% of the value of the cloths to cover potential damage. This would be refunded on final inspection of returned cloths. Credit card details may be acceptable as a form of deposit.
- Payment can be via direct debit or by credit card.
- Rentals are available to commercial customers only and not for private functions and parties. Theatre Star P/L reserves the right to refuse rental at its discretion.

Damages

- All cloths will be inspected by Theatre Star P/L prior to despatch and again on return.
- All cloths will be despatched in protective curtain bags and on pallets or roadcases.
- The customer is responsible for any and all damage or alterations to our cloths from the time they leave our premises until they are returned.
- Insurance of the cloths is at the discretion of the customer and full replacement value can be advised on request.
- All cloths should be suspended using the appropriate curtain ties. No stapling, tacking or tying back should be employed. No painting or wetting of the cloths should occur. Do not use gaffer or masking tape on any cloth.
- Customer should ensure that all rental cloths are protected from the potential of stains and damage including footprints and airborne particles such as dust or smoke.
- Customer should ensure a clean stage or function space floor prior to laying cloths out for hanging and when de-rigging.
- *Customers shall be liable for all costs involved for cleaning of rental cloths if required.*

Compliance

- All cloths available for rental from Theatre Star P/L are flame retardant to the required Australian Standards.
- Copies of test certificates are available on request.

Collection and Return

- Customer Pick up and return of Hire items is from 8 am to 4 pm, Monday to Friday unless otherwise agreed.
- Pick up address is Factory 3/10 Industry Circuit, Kilsyth South 3137. Telephone 03 8761 6927 or 0477 794 888.
- *Please retain all packing/bags and repack the curtains securely for return to Theatre Star.*

Theatre Star Pty Ltd

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