

# Hiring from Prangsta Costumiers

Our standard rate of hire for a full costume is £130 – 200 (exclusive of VAT). This includes bodywear, shoes, props, headwear and a full range of accessories.

Our standard hire period is 4 days (3 over Halloween, which is our busiest time of the year). Extended hire periods, when prearranged, are charged a fee of 20% per extra day.

It is also possible to hire individual items rather than full outfits, which will incur a slightly higher cost per item.

We also offer a bespoke 'made to hire' service through which we make individual costume pieces as well as full costumes. Prices for this service start at £50 for small items (ruffs, cummerbunds, headbands) and £100 for larger items, exact price to be confirmed by our studio 72h post-consultation.

Our styling appointments last 1h, and are priced at a £20 consultation fee per person. We do charge a £10 fee per additional hour.

We require for our £20 consultation fee to be paid ahead of each fitting. In the (unlikely) event that you cannot find anything you like within 30 minutes, you will receive a refund at the discretion of our Director.

Customers are required to bring photo I.D. and a proof of recent address to their appointment.

Please phone 020 8694 9869 during shop hours (11 am - 7pm, Monday to Saturday) to book an appointment with our stylists.

## Costume Care

We have our own laundry service and our clothes are hand-washed in-house. Do not attempt to clean clothes yourself as this can incur further damage. If specialist cleaning is necessary, the customer will be informed and charged appropriately.

**DO NOT SPRAY PERFUME, AFTERSHAVE, OR ANY OTHER SCENTED SPRAY DIRECTLY ONTO OUR CLOTHES. THIS CAN DAMAGE AGED FABRICS.**

## Costume Returns

Because our costumes are often reserved in advance, it is important that you take care to return on time, or you may be depriving another customer of a key piece.

Our standard hire period is 4 days, including the day the costume leaves our showroom. Failure to return on time, or to request a hire extension on time, will result in late charges of 25% per day that the costume is late.

# Terms and Conditions of Hire

## 1. Booking Appointments

1.1 Prangsta customers must book appointments in advance. Walk-in appointments and access for casual browsing are at the discretion of the Prangsta Staff.

1.2 A booking deposit of £20 (consultation fee) must be received from the Hirer before:

- An in-store appointment
- Compilation of an order arranged over the telephone or email.
- Access to archived photography that is not on our website.

1.3 Customers are always required to make their booking payment before the fitting with a credit or debit card, either in person or over the phone.

1.4 If the Hirer is unable to find a satisfactory costume, the consultation fee will be refunded if the appointment lasts for less than one hour. If the appointment exceeds one hour, the £20 consultation fee will be retained to cover stylist time.

## 2. Commencement

2.1 The Hire shall begin on the date written overleaf and shall continue for the period specified.

2.2 At the end of the agreed Hire Period, all items listed on our hire contract are to be returned. Should part or all of the items listed remain unreturned by the agreed date, further rental charges will be applied at the rate described under the heading 'Late Returns'.

## 3. Payment

3.1 Hire fee and security deposit (£100 per costume), along with any additional charges (alterations, transport, extended hire) must be paid before collection of the hired items.

3.2 Once the hired items have been collected from the Hirer, the hire fee cannot be refunded.

## 4. Deposit

4.1 The payment of a £100 security deposit per costume (in addition to the hire fee) is always required before collection of the hired items.

4.2 The Owner shall be entitled to deduce from the security deposit any charges incurred by minor stains and damages, or a late return. If the charges exceed the

value of our deposit, the Hirer shall be paying the remaining amount to the Owner. If the item is damaged beyond repair or never returned, we will charge you for the estimated market value of the item.

4.3 The Hirer authorises the Owner to deduct from their account via the means of a card payment all outstanding monies owed to the Owner.

## **5. Covenants of the Hirer**

5.1 The Hirer agrees with the Owner as follows:

5.1.1 To be solely responsible for the Goods to their full replacement value at all times until the Goods are returned to the Owner's premises.

5.1.2 To take proper care of the Goods and take responsibility for any loss or damage to the Goods caused during the period of their hire.

5.1.3 To be responsible for collection and delivery of the Goods from and to the owner's premises unless agreed otherwise.

5.1.4 Not to damage the Goods or permit them to be damaged in any way.

5.1.5 Not to alter or modify the Goods in any way without prior permission from the owner.

5.1.6 To notify the Owner of any loss or damage to the Goods and to pay the Owner the full cost of repair or replacement of the Goods.

5.1.7 To accept the Owner's evaluation of the worth of the Goods.

5.1.8 To bring a valid photo ID (driving licence, passport) and a proof of recent address to their fitting. If this is not provided, the Hirer concedes that the hire may not take place at the discretion of the Owner.

## **6. Cancellations**

6.1 In cancelling a fitting, the Hirer concedes that the Owner will retain their £20 consultation fee as a cancellation fee. They may rearrange the same fitting no more than once before the fee is retained.

6.2 Once a costume is on reserve, the Customer has until the end of the following day to cancel their costume. Cancelling at this point will incur the £20 consultation fee, plus any additional styling charges at the discretion of Prangsta Staff. Any later cancellations will be charged at 50% of the hire.

## **7. Return of the Goods**

7.1 Upon return of the Goods, the Owner will as soon as practicable check the Goods. The Hirer is entitled to be present during the checking procedure, but in the event that the Hirer is not present then the decision of the Owner as to the accuracy of the

checking is final and binding on all parties. Any discrepancy will be communicated to the Hirer as soon as is practicable.

7.2 The Hirer agrees to notify the Owner if they cannot return on time. This may result in being granted an extension fee. Should the items be booked for another customer, the Hirer will incur charges beyond the hire extension fee.

## **8. Cleaning**

8.1 If the Owner deems specialist cleaning necessary, the Hirer concedes to cover the cost.

## **9. Delivery**

When the Goods are delivered to the Hirer by the Owner, the Owner shall use the method of delivery best suited (in the opinion of the Owner) to the circumstances in hand, and the Hirer concedes to cover the cost.

## **10. Selection of Hired Items**

10.1 When the Hirer requests from the Owner to choose the Hired Items on their behalf from a general description supplied by the Hirer, then the Hirer shall accept the Items as supplied and will pay the full hire charge as invoiced.

10.2 If the selected items are for any reason no longer available at the time of hire, the Owner can replace with similar items.

## **11. General**

11.1 These terms and conditions shall form the basis of the entire Agreement between the parties and no variations or additions shall be made unless agreed between the parties in writing.

11.2 This Agreement is made in England and is governed by English Law and the parties agree to submit to the exclusive jurisdiction of the English courts as regards any claim, dispute or matter arising out of or relating to this Agreement.

I have read and agree to the Prangsta Terms and Conditions, signed:

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Print Name:

Date: