Chou Rouge Hire Shop

Dry Hire Terms & Conditions

These terms apply to all dry hire bookings made with Chou Rouge Creative Limited, where you collect or receive Hire Items, carry out your own installation, and return the items to us.

These Terms & Conditions ("Terms") govern the dry hire of decor items, props, bunting and related equipment ("Hire Items") by Chou Rouge Creative Limited, Company No. 13424298 ("Chou Rouge", "we", "us"), to the client named on the booking form or Décor Hire Agreement ("you", "the Client"). Dry hire means we supply the Hire Items only — you are responsible for your own installation, styling, de-rig, and return. We are not involved in and take no responsibility for the styling, installation, or de-rig of Hire Items. By booking with us, agreeing your quote or budget, signing the Décor Hire Agreement, paying an invoice, or accepting delivery of Hire Items, you confirm that you have read and agree to be bound by these Terms.

1. Definitions

- “Hire Items” means all bunting, props, decor, lighting, mirror balls, and associated equipment supplied by Chou Rouge for temporary use.
- “Dry Hire” means you collect or receive Hire Items for self-installation, and are responsible for de-rigging and returning them to us. Chou Rouge does not provide styling, installation, or de-rig services under these Terms.
- “Hire Period” means the agreed dates during which the Hire Items are in your care, from dispatch/collection to return.
- “Security Deposit” means the refundable sum held against damage, loss, or late return of Hire Items.

2. Booking & Confirmation

2.1. Bookings are confirmed on a first-come, first-served basis and are only secured once the signed Décor Hire Agreement and applicable payment (see Section 5) have been received.

2.2. Provisional bookings are held for 5 working days from the date booking forms are sent. If we have not received your signed agreement and payment within this window, the Hire Items may be released for other bookings.

2.3. Design or item swaps after booking are subject to availability and must be requested as early as possible.

2.4. By hiring from us — including agreeing your quote or budget, signing the Décor Hire Agreement, or paying any invoice — you confirm that you have read, understood, and accepted these Terms in full, whether or not you have read them in detail.

2.5. If Hire Items are used across multiple ticketed events — for example, at different stages, dates, or by different promoters within the same hire — our standard protocol is to apply the hire fee separately to each promoter or event, unless we have specifically agreed a combined or multi-event rate with you in advance.

3. Hire Period

3.1. We offer 1-day, 3/4-day, and 7-day hire periods. 1-day hire is available for London-based events only. Longer periods can be arranged on request.

3.2. Items are typically ready for collection or dispatched 2–3 days before your event and must be returned on the first working day after the event, unless otherwise agreed in writing.

3.3. Late returns will be charged at our standard daily hire rate for each additional day, in addition to any applicable Security Deposit deductions.

4. Delivery, Collection & Return

As this is a dry hire, sorting collection and return is on you. We make items available and give you the details you need, but booking, arranging, and paying for collection, delivery, and return transport is your responsibility, not ours.

4.1. You collect Hire Items from our Stratford studio, or arrange and book your own courier — using whichever courier or delivery service works best for you. We do not offer or arrange courier delivery ourselves as standard.

4.2. For London events, sorting your own collection and return is standard — whether that's collecting from our studio yourself or booking your own courier — unless we have specifically agreed otherwise with you in advance.

4.3. For events outside London, we do not offer courier delivery as standard and you will need to arrange your own, unless we have specifically agreed in advance to help arrange this for you — please raise this with us at the time of booking if you'd like to discuss options.

4.4. Installation, styling, and de-rig are your responsibility by default. We provide full instructions and a floor-protecting sheet with every hire to help you install cleanly and safely; we are not on-site and take no responsibility for how items are installed, used, or removed unless clause 4.5 applies.

4.5. If you would like our team to handle installation and/or de-rig for you, this is available as an optional add-on service for an additional fee, subject to availability. This must be agreed and costed separately with us in advance — it is not included as standard under a dry hire booking.

Sorting your own collection and return is one of the most important parts of your hire. Late, incomplete, or badly packed returns are the most common cause of deposit deductions — please read this section carefully.

4.6. All Hire Items must be returned to us, complete and correctly packed, by the agreed return date. Returns must be organised directly with Duygu in advance (WhatsApp: 07838 473845, see Section 13) — please do not send or bring items back without confirming arrangements with her first, so someone is available to receive and check them in.

4.7. If using a courier, please use whichever courier works best for you — we do not use or offer DPD drop-off shops for returns. Please retain all original packaging — items must travel back in the same bags and boxes they arrived in.

4.8. Booking and paying for your return, in good time and within the agreed Hire Period, is entirely your responsibility unless we have agreed to help arrange this for you under clause 4.3. We are not liable for late fees caused by delays in booking a return or courier delays.

4.9. We will confirm receipt of your return, and Hire Items are then inspected and checked against the prop list within 2 working days (see Section 7 for what happens next).

5. Payment & Security Deposit

5.1. All dry hires require a signed Décor Hire Agreement before items leave our studio.

5.2. Payment is due in full on signing, and covers:

Charge	Amount
Hire cost	Full hire cost for your selected items and hire period
Security Deposit	Refundable deposit of 30% of total hire value
Handling fee	£75 each way (£150 total) — applies to every order

A Handling fee of £75 each way (£150 total) applies to every order, dry hire or otherwise. This covers a member of our team preparing your order ready for collection or dispatch, and receiving, checking, and booking it back in when it's returned. This is a standard, non-negotiable part of every hire and is not refundable.

5.3. The Handling fee is separate from and in addition to the hire cost and Security Deposit, and applies regardless of whether you collect items yourself, arrange your own courier, or use our optional installation add-on (see clause 4.5).

5.4. Payment is by bank transfer only, using your event name as the reference. Payment must be received in full before Hire Items leave our studio.

5.5. Your Security Deposit will be refunded in full within 7 days of your items being checked in, provided everything is returned clean, undamaged, correctly packed, and on the agreed return date. The Handling fee is not part of the Security Deposit and is not refundable.

6. Packing & Care of Hire Items

As this is a dry hire, you (or your appointed installer) are responsible for installing, styling, de-rigging, and packing down the Hire Items yourself. You are responsible for the Hire Items from the moment they leave our studio (on collection or dispatch) until they are returned to and checked in by us.

How you pack items away directly affects your Security Deposit. Please follow this guidance closely — most damage and cleaning charges come from items being packed incorrectly, not from normal use.

General handling

- All Hire Items are reusable — please handle them with care at all times.
- Each item is issued in a labelled bag and recorded on a prop list; please check items against this list both when unpacking and when packing down for return. Note that the bags are labelled, not the items themselves — please keep each item with its correct bag throughout the Hire Period.
- When packing down, every item must go back into the same labelled bag it was provided in — do not mix items between bags or use substitute packaging. This keeps our stock check accurate and avoids unnecessary charges.
- Do not cut any ropes or wires — this incurs a replacement charge (see Section 7).
- Keep all wires, gripples, and fastenings safe, as these are reusable and costly to replace.
- The IKEA-style bags we provide are part of the hire and must be returned along with the items. If a bag is lost or not returned, you will be charged to replace it.

Bunting

- Bunting must not be cut or altered under any circumstances. If cut, the full replacement cost (3x hire price) applies.
- Fold bunting exactly as provided when packing away — do not pull or stretch the fabric.
- If bunting is too long for your space, gather the excess decoratively at either end or fold back and secure with cable ties — do not trim.
- Ensure bunting is completely dry before folding away and storing in the bags provided. Do not pack away damp or wet bunting under any circumstances — this causes mould and will result in a cleaning or replacement charge.
- Preferably do not wash bunting. If necessary, hand wash only — most items are polycotton or satin and should not be machine washed. Avoid steaming over logos or printed elements.

Props, decor & mirror balls

- Each item must go back in its designated bag or container.
- Do not stack heavy items on delicate ones.
- Mirror balls should be placed in bubble-wrap bags, grouped by size, and handled carefully to avoid scratches or cracks.

- Neon flex lights should be rolled up gently and stored in their designated container to avoid tangling or kinks.

Electronics & lighting

- Turn off all lights and power sources before removing or packing.
- Coil and secure cables carefully — do not twist or kink wires.

Outdoor use

- Most polycotton bunting is suitable for outdoor use; delicate items such as satin ribbon or light-coloured bunting should be kept indoors.
- Please check weather conditions and avoid hanging items in very wet or windy conditions. If in doubt, ask us first.

Transport, storage & safety

- Lift items carefully — do not drag them across floors.
- Cushion fragile or delicate pieces in their bags or boxes, and store all items in a dry, safe location during the Hire Period.
- Take care on ladders or when detaching items from trees or high fixing points, and wear gloves where needed.
- Report any damage to us immediately, and note any pre-existing damage before packing items away.

Before you return: packing checklist

- Every item is dry, clean, and free of debris before it goes back in its bag.
- Every item is packed back into the same labelled bag it was provided in, exactly as it arrived — remember the bag is labelled, not the item, so double-check you have the right item in the right bag.
- All items are checked off against the prop list — nothing is missing.
- Wires, gripples, cables, and fastenings are coiled, secured, and kept with their item.
- Any damage, however small, is noted and flagged to us before or at drop-off — this is always better than us finding it unreported.
- Boxes and bags are sealed and labelled ready for collection or drop-off, in line with Section 4.

7. Damage, Loss & Replacement Costs

Damage and loss are charged against your Security Deposit, so it's worth understanding exactly how this works before your event.

7.1. You are liable for all Hire Items for the full duration they are in your care — from the moment they leave our studio until they are returned to and checked in by us.

7.2. On return, we inspect and check every item against the prop list within 2 working days. We will contact you as soon as possible if any item is missing, damaged, or requires cleaning, with photos where relevant.

7.3. Charges may include repair, dry cleaning, reassembly, or full replacement, and will first be deducted from your Security Deposit. If costs exceed the deposit, the difference will be invoiced separately and is payable within 14 days.

7.4. If any item is lost, stolen, cut, or destroyed beyond repair, the replacement cost is charged at 3x the standard hire price. This reflects the time and cost of sourcing, preparing, and replacing handcrafted or specialist items.

7.5. A cleaning charge applies to any items returned dirty, stained, or smelling of mould or smoke, and to all 7-day hires as standard.

7.6. Fair wear and tear from normal, careful use is not charged. Damage caused by cutting, tearing, staining, breakage, water damage, mould, or items being returned in a materially different condition to how they were issued is chargeable.

7.7. If you believe a damage charge has been applied in error, let us know in writing within 7 days of being notified, and we will review it together, including any photos taken at drop-off or during your event.

Typical charge types

Issue found on return	How it's charged
Minor mark, light dust, or normal creasing	No charge — fair wear and tear
Dirty, stained, smoky, or damp/mouldy item	Cleaning charge, deducted from deposit
Torn, cut, or structurally damaged item	Repair cost, or 3x hire price if beyond repair
Missing or lost item	3x hire price replacement cost
Missing or lost storage bag	Cost of replacing the bag
Late return (per additional day)	Standard daily hire rate

In short: treat every Hire Item as if it were your own precious keepsake, pack it away exactly as guided in Section 6, and return it on time — that alone avoids the vast majority of charges.

8. Fire Safety

8.1. Flame-retardant (FR) treatment is available on request at additional cost, using our Eco Sol product, and comes with a certificate. This must be requested in advance to allow scheduling.

8.2. Non-FR items may only be used where they can be rigged safely, out of reach of lights, heat sources, and the audience. Meeting any venue FR requirements, and any associated costs, is the Client's responsibility.

8.3. If you need to treat our bunting with your own FR product rather than using our Eco Sol treatment, you may do so. However, a dry cleaning charge will apply to remove your

product before the item can be re-hired, unless it is Eco Sol — the product we use ourselves — in which case no removal charge applies.

9. Insurance & Liability

9.1. Chou Rouge holds Public Liability insurance cover of up to £3,000,000. A Certificate of Public Liability Insurance is available on request for venues that require one.

9.2. As this is a dry hire arrangement, Chou Rouge is not responsible for the installation, styling, use, or de-rig of Hire Items at your venue, and is not liable for any injury, loss, or damage arising from how items are installed, hung, or used. You are responsible for ensuring installation is carried out safely and in line with the guidance we provide.

9.3. Chou Rouge is not liable for any indirect or consequential loss arising from delayed delivery or misuse of Hire Items.

9.4. Nothing in these Terms limits or excludes liability for death or personal injury caused by our negligence, or any other liability that cannot be excluded by law.

10. Cancellation

10.1. Cancellation terms will be confirmed on your invoice. Your Security Deposit is refundable in full if items have not yet been dispatched or collected.

10.2. The hire cost is non-refundable once Hire Items have been dispatched, collected, or prepared and reserved specifically for your event.

10.3. We reserve the right to cancel or postpone a booking in circumstances beyond our reasonable control (see Section 11), in which case any payments will be refunded or credited towards a future booking at our discretion.

11. Force Majeure

Chou Rouge shall not be liable for any failure or delay in performance caused by circumstances beyond its reasonable control, including but not limited to extreme weather, strikes, courier failure, venue access restrictions, or other events of force majeure.

12. Governing Law

These Terms are governed by the laws of England and Wales, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

13. Contact

If you have any questions about these Terms, please get in touch — we're always happy to help.

hire@chourouge.co.uk | **chourougehire.co.uk** | **@chou_rouge_hire**

For collection, delivery, and return queries, please contact us on WhatsApp:

Adrienn: 07780 347098 | **Duygu: 07838 473845** — *WhatsApp only, please.*