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Terms and Conditions for hire of tents and camping equipment from Rentatent-Scotland, Mac Stores Ltd.

#### 1a. Definitions

This Hire Agreement is for the hire of tents and camping equipment ("Tents & Equipment") and the sales of goods ("Goods"), and the parties to the Contract are:

- i. The person, company, organisation or group hiring the Equipment ("Hirer") and/or purchasing the goods ("Customer")
- ii. Rentatent-Scotland, Mac Stores Ltd
- iii. Rentatent-Scotland.com is a division of Mac Stores Ltd for the hire of "Tent & Equipment".
- iiii. Any condition deemed invalid will not affect other conditions. Nothing in the Contract is intended to limit a consumer's existing legal rights.

#### b. Extent of Hire Agreement and Cancellation

The Hire Agreement is not assignable and is effective when Rentatent-Scotland accepts the Hirer's and Customer's detailed order. Rentatent-Scotland reserves the right to charge for cancellation. Maximum hire period is 14 days. (Longer hire periods can be negotiated).

#### c. Ownership of Equipment and Goods

Equipment hired remains the property of Rentatent-Scotland at all times. All goods purchased remain the absolute property of Rentatent-Scotland until such time as full payment has been received from the Customer.

## 2. HIRE CHARGES

#### a. Basis of charging

The stated hire charges within the Invoice are for the duration of the Hire Agreement and include Saturdays, Sundays and Public Holidays. The first day will be the day the customer can expect to collect the order and the last day will be the day the customer must return the order by 12pm. If it is returned after 12pm there will be a late fee of £40. The minimum hire period is three nights.

#### b. Transport charges

If Tents & Equipment is not available on the agreed return date then the security deposit will be used to pay the late fee.

#### c. Security Deposits

Upon booking a security deposit is required for all Tent & Equipment hire, and will be added to the shopping cart through the website or the invoice. Once the equipment has been returned it will be checked and if all in good condition the damage deposit refunded to the Hirer within 7 days. The deposit amounts are dependant on the hire cost and which package as follows;

Package	Deposit
1 man	150
2 man	150
4 man	200
6 man	250

Where damage, beyond normal wear and tear, has been incurred, then the repair, extreme cleaning and replacement charges will be made against the Hirer's deposit. The Hirer will be notified in this instance.

Indicative charges:

Replacement value of tents: £150 - £200 dependent on model Replacement of tent pole section: £15 Repair to groundsheet: £5 per hole Replacement of tent pole elastic: £15 Replacement Trangia Stove: £60 Replacement Chair £15 Replacement Sleeping Bag £40 Replacement Kitchen Utensils £10 Replacement backpack £60 Replacement BBQ £35 Replacement Camping Light £15 Replacement Head Torch £15 Replacement SI mattress £35 Replacement Inflating Pillow £7 Extra cleaning (beyond usual check and brush out between rentals): £11.00 per hour Vandalism or Graffiti of any hired equipment: Forfeit of full deposit

d. Loss of Equipment

Rentatent-Scotland will treat Tents & Equipment unavailable for inspection after reasonable notice as lost. The Hirer will pay a replacement charge for Tents & Equipment, as stated in above table.

e. Theft of Tents & Equipment

Theft of Tents & Equipment must be reported to the Police and a crime reference number obtained. The Hirer must notify Rentatent-Scotland within 24 hours of the theft and email **email: [rentatentscotland@gmail.com](mailto:rentatentscotland@gmail.com)**

Or phone

**Phone: 07579 786 854**

### 3. DELIVERY / COLLECTION

a. Delivery of Hire orders and Goods orders

Collection of the order from Cowgate Tourist Hostel, Edinburgh (EH1 2PW) is the first day of the hire order. When forming part of a Hire order, Add Ons will be collected along with the hire order. Occasionally, it may be possible to agree for a delivery to be made to the Hirer's preferred delivery address, which may be their home address or place of work.

If the hirer is collecting from an event then it must also be returned to the same pick up point.

b. Return of Hire orders

Return of the order is defined as being on the last day of the hire order. Return should be by 12pm on the last day of hire from the same address as collection. Occasionally we will allow a different return address if previously arranged.

c. Charges

The Admin fee that is paid at time of booking covers any charges regarding pick up/drop off point. If the hire order is returned after 12pm on the last day of hire a late fee of £40 will be deducted from the security deposit.

### 4. PAYMENT

a. Payment Terms

Payment of any charges or any other sums due under the Hire Agreement shall be made upon confirmation of the order for the Tents & Equipment. Payment shall not be deemed to have been

made until Rentatene-Scotland has received cleared funds. If payment is not received within this timeframe the order will be cancelled and the Hirer will be notified by email. Payment can be made online through our booking system on the website or we can send an invoice through paypal..

#### 5. CANCELLATION POLICY

The following charges apply in the event of cancelling a hire after payment has been taken:-

Time period before hire start date refund available:

Up to 14 days before 100% of the Hire Agreement

Less than 14 days before No refund on hire charges.

#### 6. RETURNS POLICY – PURCHASED GOODS

Return or exchange of an item - 100% money back guarantee.

If you are not completely satisfied with your purchase, simply return the item to us in its original condition within 14 days of receipt.

Returned items should be unused and must be returned in original packaging with all labels/tags attached and with any enclosed documentation. We will issue a full refund on receipt, excluding the original delivery charge. Alternatively, if preferred, we will exchange the item.

Please note:

Goods will only be accepted for return if they are received within 14 days of purchase, unless we have notified you otherwise. The item is your responsibility until it reaches us. Therefore for your own protection we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

The cost of returning the item to us is your responsibility. Delivery charges are only refundable where goods are faulty and a refund is made.

#### 7. HIRER'S RESPONSIBILITIES

##### a. Inspection and receipt of Tents & Equipment and Goods

The Hirer will sign to acknowledge receipt from the courier company at delivery. Any items missing or Tents & Equipment defects should be reported to Rentatent-Scotland immediately by telephone on 07579 786 854

##### b. Delivery/collection of Tents & Equipment and Goods

The Hirer will provide adequate delivery and collection access. The Hirer will make every effort to ensure that the tent is packed correctly, so as not to cause undue damage to the material during transit back to Rentatent-Scotland.

##### c. Security of Equipment

The Hirer accepts responsibility for Tents & Equipment security until its return and undertakes not to sell or relinquish possession, alter, repair or modify it in any way. Unless given specific permission to do so by Rentatent-Scotland.

##### d. Safe use of Equipment

The Hirer is responsible for the safe and correct operation of Tents & Equipment (using the pitching and other operating instructions supplied) by competent persons not under the influence of alcohol or drugs. The Hirer will ensure any non-Rentatent-Scotland Tents & Equipment used in

conjunction with the Tents & Equipment also conforms to safety requirements.

MANUFACTURERS WARNING the material is fire retardant but not flame resistant. Therefore do not smoke or cook food inside the tent.

The Hirer will ensure the equipment is used in a safe manner, and will not have any naked flames or smoking within the Tents.

The Camping Gear Hire risk assessment is available on the website.

## 8. CAMPING GEAR HIRE'S RESPONSIBILITIES

a. Hire rates Rentatent-Scotland will maintain the agreed hire rates for the duration of the Hire Agreement.

b. Safety and operating instructions

Tents & Equipment will have instructions included within the packaging.

c. Cleaning and inspection of Tents & Equipment

Tents & Equipment will be inspected after each hire, so it is ready for the next hire in good usable condition. The Hirer must ensure that the inside of the tent is kept clean and swept out if possible before packing. Additional tent pegs are supplied with each tent.

d. Limitation of liability

The limit of liability in respect of defect or failure of equipment or goods is limited only to making good such defect by repair or replacement, at Rentatent-Scotland option. The liability of Rentatent-Scotland for claims made by the Hirer does not extend to any unforeseeable financial loss caused by late or non-delivery of Equipment, unsuitability, breakdown or lawful repossession. Please also take note:

MANUFACTURERS WARNING No tent material is 100% waterproof and in extreme weather conditions some leakage may occur around openings and seams.

The liability of Rentatent-Scotland does not extend to any personal possessions or equipment damaged or lost from a tent whilst on hire, how so ever caused. The Hirer should ensure they have adequate insurance to cover such loss or damage.





