

## Bettina Thomas Hat Hire Terms and Conditions



Couture Hats are an incredible accessory that will make you feel like a star. They take many hours and days of hand work to be made. They are expensive, extremely delicate and prone to damage and wear and tear so please read carefully before you decide to hire one. Every hiring will be discussed in details with Bettina before the contract is signed.

All hirers are asked to read and agree to these Terms before 'we' (Bettina Thomas Couture Hats) hire a hat to 'you' (the person hiring the hat).

We'll ask you to read and agree to these Terms every time you hire a hat and sign a contract with a copy of your identity document.

### What you pay

When you hire a hat, this is what we charge you:

- hire fee
- deposit
- postage and packing if the hat is not collected in person. Please note that this option will need to be discussed with Bettina before being agreed to.

The deposit is the same amount as the hire charge. If the hire fee is R2000, the deposit is also R2000.

When the hat is returned back in the exact condition you hired it, your deposit will be immediately transferred back to you via EFT.

If shipped, the hats are carefully wrapped in tissue paper and . You must return them wrapped in the exact same way you received them in.

You pay to return the hat if you do not deliver it back to Bettina's studio. The hat is your responsibility until it is returned. Refunds are not made if you don't wear the hat or if the event is cancelled. You agree that you'll return the hat(s) you hire in the exact condition you hired it or that you'll pay to repair or replace it.

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If you hire a hat for a weekend event (Friday, Saturday or Sunday), you must return it no later than the following Tuesday. If you hire a hat for a weekday event (Monday Thursday), you must return it no later than three working days after the event.

If we don't receive the hat back by the agreed date, we'll charge you an extra day's hire for each day it's late. If you decide you need the hat for longer, just let us know as soon as possible and we can adjust your payment accordingly. We need to ensure that hire dates of the same hat to different people do not overlap.

Once a hat has been collected, it is considered a hire and there will be no refund even if it's not worn. Under no circumstances can the hat be worn by someone else than the hirer.

### Damage and repairs

When you hire a hat from us, the deposit you pay would only cover minor repairs. The signed contract will stipulate the full value of the hat which will be charged to you in the unlikely event the hat is lost, stolen or damaged beyond financial repair.

'Damage' includes loss of decorations or embellishments, marks or spoilage from water, oil or make-up, and scratches or material tears.

If you return a hat with damage, you agree to pay for the repairs. Bettina will assess the work involved and deduct the amount from your deposit.

If you return a hat partly damaged so that it cannot be hired out again, you agree to pay the full cost of replacement. We don't deduct the hire charge from this cost.

Needless to say that as well as being a signed legal contract, this is a bond of trust and you formally and morally commit to respect the agreement.

Bettina will explain clearly how to handle and protect a couture hat and prevent any damage.

Worst enemies: rain and humidity. Oily fingers, make-up, hand moisturiser can leave marks that are difficult to remove or can be permanent..

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Oily marks from food or moisturiser will mark a hat and the delicate fabric can't be cleaned. Don't touch your hat once it's secured on your head. When you take it off, wash and dry your hands thoroughly.

Beware of make-up.

Make-up or oily marks on hats are very difficult to remove so we recommend you don't wear foundation or powder on the part of your forehead which touches the hat. Blot your skin with tissue to remove oil before you fit the hat.

Certain headpieces being particularly delicate to transport (for example decorated with extra tall long feathers), we reserve the right to decline a request depending on the circumstances of the hiring occasion.