NORFOLK
BELL TENT HIRE

Terms & Conditions

Last updated: 19 August 2026

Booking Process

You can provisionally book your bell tent with us by phone or email and we will hold your provisional booking for 72 hours. Within that time, please complete our booking form and return it via email.

Prices do not include any applicable site fees for the location requested for the booking, these need to be paid direct to the chosen site.

These terms and conditions apply to all contracts entered into between the Company and the Hirer unless expressly stated otherwise by the Company and upon payment of any deposit the Hirer is deemed to have accepted them. Any offer of equipment is subject to stock being available on receipt of a deposit at the time of booking.

Definitions

The Company: Norfolk Tents Limited t/a Norfolk Bell Tent Hire.

The Hirer: The person hiring the equipment from the Company whose name appears on the booking form. The Hirer must be at least 18 years of age.

The Period of Hire: Means the date commencing with the arrival of the equipment on site and terminating when the equipment is removed by the Company.

A Booking: The contract entered into by the Hirer and the Company.

The Equipment: The bell tent(s), furnishings and any other equipment provided by the Company for the use of the Hirer and left at the site for the duration of the period of hire.

Hire Charges: The total amount due under the invoice including delivery, assembly, installation, disassembly, and collection of the equipment.

1. Booking Conditions

a. Quotes are provided on the basis that a booking is not confirmed until a deposit is received; payment of a deposit will be deemed acceptance of the Quote provided and the Terms and Conditions attached to that Quote.

b. A non-refundable deposit of 50% of the total hire cost is payable upon making a booking. Booking is not confirmed until payment of this sum has been made, failure to make payment will forfeit the booking.

c. The balance plus a returnable security deposit of £100 per tent hired is payable 28 days before the commencement of the period of hire. Failure to make payment will forfeit the booking.

d. The security deposit covers damage, breakages or extra cleaning that may be required. This will be returned within seven days of the completion of the period of hire, minus deductions if applicable, which will be fully itemised.

e. Bookings received less than 28 days in advance of the period of hire will require payment to be sent in full within 24 hours of receipt of the booking form.

f. Notice of cancellation of the booking by the Hirer must be provided to the Company to be received not less than 28 days prior to the commencement of the period of hire.

g. Cancellation of less than 28 days prior to the period of hire will result in 100% of the hire charge being forfeited. You may wish to obtain insurance to cover this.

2. On Site

a. Hire charges are based on the assumption that the site is flat level firm ground with easy access for motor transport and that no drains, cables or other services are buried beneath the surface or otherwise concealed. Tents cannot be pitched in woods/forests or under excessive tree cover. (If in doubt arrange a site visit). The Hire charges do not include any making good or repairing of damage to the site.

b. The Hirer is required to provide the Company with either a plan showing the position in which the tents or equipment are to be erected or should have a representative on the site at time of installation for that purpose. In the absence of a plan or representative to show the position in which the tents or equipment are to be erected the Company will erect the tents or equipment where they deem most appropriate and shall be deemed to have completed the contract.

c. The Hirer should never presume that any other equipment is included in the Hire other than what is stated in the Company's booking forms and related website, specific to their booking.

d. The Hirer is required to select a site that is not susceptible to bogginess or has poor drainage. Any flooding causing damage to any equipment is the responsibility of the Hirer.

e. The Hirer must ensure that any obstructions to the site are removed before the commencement of the period of hire. This includes plants, shrubs, trees, vehicles and other materials. The Company reserves the right to apply a discretionary surcharge if obstructions prevent installation from commencing immediately upon arrival.

f. The Hirer must consider and is responsible for making suitable arrangements for access by people with disabilities and emergency services.

g. Appropriate provision of parking must be supplied and all parking costs (if any), must be paid for by the Hirer in advance of the Company arriving on site.

h. All site fees are to be paid by the Hirer, prior to the Company attending and installing equipment.

i. Please make sure your chosen site is of sufficient size to accommodate the equipment hired.

j. All bookings are taken under the assumption that to carry equipment from point of parking to point of erection is under 50 metres.

3. Delay or Failure by the Company to Complete the Contract

a. The Company will use its best endeavours to supply the Hirer with the equipment ordered but where this is not possible the Company will notify the Hirer as soon as possible with any alterations to the design and specifications of the equipment and where alteration is fundamental the Hirer may terminate this contract and any deposit paid will be refunded.

b. In the unfortunate event that we have to cancel your booking due to Force Majeure, including (for example) high winds that make it impossible to install the equipment or heavy rain making the ground too wet to make the equipment safe we will offer you a different date with the same, previously quoted, equipment.

c. We have no control over the weather and will always assess the situation for the safety of our customers. We will always do our best to help find an alternative site or date, however we are not obliged to offer you a refund in part or full for any cancellation caused by factors beyond our control. We advise obtaining insurance to cover this eventuality.

4. Limitation of Liability of the Company

In the event that the Company fails to fulfil any terms of the hire contract the Company's liability is limited to refund or cancellation of any hire charge and in no circumstances will the Company be liable for any indirect, special or consequential loss or damage (whether loss of profit or otherwise), costs, expenses or other claim whatsoever which arises out of or in connection with the hire of the equipment. The Company's entire liability under and in connection with the hire contract shall not exceed the amount of the hire charge. The Company shall not be liable for damage or loss of any of the equipment. Your statutory rights are not affected.

5. Loss or Damage

a. The Hirer shall during the period of Hire be responsible for the maintenance and safe custody of the Company's equipment for the period of hire.

b. The Hirer must be satisfied with the equipment before use and should notify the Company of any miscounts, incorrect deliveries, or unacceptable equipment before use.

c. The Hirer shall leave the Equipment in a clean and tidy state, a reasonable surcharge will be applied for cleaning if this is not the case and will be deducted from the damage deposit and / or charged directly to the Hirer.

6. Insurance

a. The insurance provided by the Company covers the equipment against theft, vandalism, fire and explosion, storm and tempest.

b. The risk for any exclusions under the Company's insurance passes to the Hirer on delivery of the Equipment.

7. Exclusions from Insurance

Exclusions include but are not limited to:

a. Furniture.

b. Insurance excess - The insurance cover excludes the first £250 of any claim and this is payable by the Hirer.

c. Cover only applies to equipment that is delivered by the Company and does not include any equipment provided by a sub-contractor, unless invoiced by the Company.

d. Equipment disappearance or shortage during the period of hire.

e. Consequential Loss.

f. Acts of fraud or dishonesty by any party to whom the insured equipment has been entrusted or hired.

g. Any breach of the Company terms and conditions as herein stated will negate the insurance policy.

h. The Hirer is to keep the Equipment on site at all times and not attempt to move the equipment to any other location without the Company's prior written consent; is to keep the Company fully informed of all material matters relating to the Equipment; is not to use the equipment for any unlawful purpose; is to report any loss or damage arising from fire, theft, or vandalism to the police immediately upon discovery and to the Company within 24 hours.

8. The Hirer's Responsibility

a. The Hirer should not enter or seek to affect any of the equipment whilst the Company is installing it.

b. The Hirer should keep any part of the equipment that is a framed structure or a tent completely closed and secure while not in use during the period of hire.

c. The Hirer should not tamper with the structure or any part of the equipment and in particular not affix or suspend from the equipment any item whatsoever without written consent of the Company.

d. The Hirer should not use any lighting, heating, cooking or other gas or electrical appliances of any kind, other than what may be provided by the Company and appropriate to use, inside the Company's tents without the previous consent in writing of the Company. No cooking or use of gas appliances of any kind should be used inside the equipment.

e. The Hirer is responsible for any damage and loss caused to the equipment regardless of culpability, and therefore should the security deposit be insufficient to cover costs incurred by the Company, the Hirer will be liable for all additional unrecovered costs associated with any such damage.

f. Any naked flames used on site in proximity to the tent are entirely at the Hirer's own risk.

g. No animals are allowed inside the Company's tents without the previous written consent of the Company.

h. No smoking/vaping is allowed inside the Company's tents.

i. The Hirer agrees that the Company, its Agents, Officers, or Employees, accept no liability for any personal injury or damage to any persons or property suffered during the period of hire. Your statutory rights are not affected.

j. Barbecue equipment or open fires outside are to be placed a minimum of three meters from the equipment and not left unattended whilst in use.

k. In certain circumstances, such as the use of private land, The Hirer is responsible for giving notice to or obtaining permits from any authorities who are or may be concerned and must take application where necessary to the Planning Authority, District Surveyor, Police, Fire Brigade and any similar authority or organization. Any costs incurred in delays or modifications in the work arising from the absence or misrepresentation of all such necessary permissions and permits shall be payable to the Company by the Hirer. Where appropriate obtain a license from the Local Authority. Any requirements under the license must be notified to us in writing at a minimum of 28 days prior to the period of hire. Should the Company for any reason be unable to comply with these requirements, then the Contract will become void, and the customer advised accordingly.

l. The Hirer will be responsible for any additional costs incurred to the Company as a result of any booked equipment not being able to be installed due to incorrect measurements, varying height levels or undisclosed site complications of which the Company were not informed in writing at a minimum of 28 days prior to the period of hire.

m. The Hirer will be responsible for any costs incurred by the Company due to changes being requested once the installation of equipment has commenced.

9. Ownership

All equipment will always remain the property of the Company. The Hirer may not sub-hire or part with possession of the equipment or any part of it and may not allow any lien or encumbrance to be created over the equipment.

10. Liability to Third Parties

The Company will not be responsible for, and the Hirer will indemnify the Company against all claims for the injury to persons or loss or damage to property howsoever caused unless it be proved that such injury or damage was caused by negligence of the Company.

11. Installation and Dismantling

The Company provides labour for the installation and dismantling of equipment. Only in exceptional circumstances and by special arrangement will the Company allow the Hirer to install and/or dismantle the Company's equipment. In these exceptional circumstances The Hirer agrees that the Company, its Agents, Officers, Employees, accept no liability for any personal injury or damage to any persons or property suffered from installing and/or dismantling the Company's equipment.

12. Attendance

The Hire charges do not include attendance by the Company's workforce, employed or sub-contracted, except during the actual processes of installing and dismantling the Company's equipment.

13. Force Majeure

a. The Company will not be liable for any; act of God including but not limited to tempest, fire, flood, storm or natural disaster; war, civil war, sabotage or act of terrorism; government sanction, embargo, import or export regulation or order; labour disputes, including strikes, lockouts, boycotts or other industrial action; failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication service.

b. While every effort will be made by the Company to carry out any booking accepted, the full performance of such a booking is subject to variation or cancellation by the Company consequent upon act of God, war, strikes, riots, lockouts or any other disturbances; fire, flood, storm, gale or tempest; restrictions on the use of transport, fuel or power; requisitioning storage of material or transport or labour or any other cause beyond the control of the Company.

14. Cancellation

Should the Hirer wish to terminate the contract then the following compensation rates will be charged to the Hirer by the Company: 100% of the Hire price for notice provided less than 28 days prior to the period of hire; 50% of the Hire price for notice more than 28 days prior to the period of hire.

15. Other

a. The Company reserves the right to amend their website and terms and conditions at any time without prior notice, the Hirers' obligations not being limited to the above.

b. The contract will be terminated in the event of non-payment, or if there is a breach of the terms and conditions.

c. If any clause in these terms and conditions is deemed invalid, it will not affect the rest of the terms and conditions.

16. Entire Agreement

a. This contract constitutes the entire agreement between the Company and the Hirer. No verbal representations or arrangements are recognized by the Company.

b. Nothing in this agreement shall exclude or in any way limit:

- **i.** either party's liability for death or personal injury caused by its own negligence.
- **ii.** either party's liability for fraud or fraudulent misrepresentation.
- **iii.** any other liability which cannot be excluded by law.

c. This agreement sets forth the full extent of the Company's obligations and liabilities in respect of the equipment and its hiring to the Hirer. In particular, there are no conditions, warranties, or other terms, express or implied, including as to quality, fitness for a particular purpose or any other kind whatsoever, that are binding on the Company except as specifically stated in this agreement. Any condition, warranty or other term concerning the equipment which might otherwise be implied into or incorporated within this agreement, whether by statute, common law or otherwise, is expressly excluded.

> A booking may only be deemed valid once the Hirer is in receipt of a booking confirmation from the Company. The Company will provide a booking confirmation subject to availability and on receipt of a fully completed booking form together with an appropriate deposit from the Hirer. Should the Company not have availability then the deposit will be returned to the Customer.

17. Choice of Law

This contract will be governed by the laws of England and Wales and the exclusive jurisdiction of the Courts of England and Wales.