



## TERMS & CONDITIONS – ‘WHAT YOU NEED TO KNOW’

Please take the time to read the business policies that apply in our dealings with you

### Pricing.

The hire fee for a standard costume is \$55 plus a \$40 [refundable] security deposit.

The Minimum hire fee is \$10 and our price range is \$10 to \$100 depending on the costume involved.

The hire fee for our range of wigs is \$22 to \$30 each. Character masks are \$25 each.

The hire fee includes normal cleaning of all hire items.

### Conditions of Hire & Security over our Costumes.

Before you take your costume we will complete and give you a tax invoice covering the hire. For us to do this you will need to:

1. Provide suitable identification to verify that the address you give us is your current address.
  - a. Suitable identification includes an Australian drivers licence, utility/rates bill, home phone number that can be verified through the telephone book or business card/business name and phone number.
    - i. If you are unable to provide suitable identification the security deposit required (c. below) will increase to at least \$150 per costume.
2. Sign our tax invoice to acknowledge that you accept our conditions of hire:
  - a. Costumes that are returned late will incur an additional charge of \$10 per day including GST.
  - b. That the costume is in good condition before it leaves the shop.

If you see there is something wrong with the costume you are collecting please bring it to our attention before you leave the shop.
  - c. The hirer is totally responsible for any damages to, theft or loss of our property.
3. Provide a refundable security deposit, usually a minimum \$40 per costume.
  - a. The deposit is payable in cash, by eftpos or by signing a credit card voucher.
  - b. The deposit is refunded when the costume is returned provided it is returned on time and in good condition.
  - c. Some or all of the deposit may be retained by us if the costume is returned late, requires excessive cleaning or repair work.
  - d. The deposit **does not cover** non-return, damage to or loss of the costume.
    - i. If this happens you will be expected to pay additional costs.
    - ii. Additional costs are payable in cash or the manual credit card swipe you provided may be processed for the full amount of those costs.
4. Pay the balance of the hire.

We accept payment in Cash and by EFTPOS, AMEX, Visa or MasterCard.

With prior arrangement payment can also be made by EFT or cheque.

We do not accept payment by Diners Card.



### **Advance Bookings.**

You are welcome to try-on and book costumes any time before your event.

A booking deposit of \$10.00 is required for costumes booked for collection at a later date.

This deposit is not refundable but is deducted from the hire fee payable at the time the costume is collected.

If your event is postponed or cancelled the booking deposit can be applied to other bookings made within 6 months of the original hire date.

### **Damage to our Costumes.**

1. *What do I do if I notice there's a problem with my costume before I've worn it?*

We endeavour to keep our costumes in the best condition possible but if you notice any substantive faults with the costume after you have collected it please let us know as soon as possible.

2. *What do I do if I have to alter the costume to wear it comfortably?*

If you have to make changes to our costume after you have left the shop to make it wearable **please**:

- a. **Do not** do anything that might cause damage to the costume, or make an existing failing worse.
- b. **Do tell us** what you have done when you return it to us.

3. *What will happen if I return the costume damaged or if I lose all or part of it?*

- a. While normal cleaning is included in the hire fee we will charge an additional cleaning/repair fee if the costume is excessively soiled, damaged or needs to be repaired when it comes back to us.

We will discuss this fee with you when the costume is returned; most damage can be repaired within the value of the security deposit provided.

- b. Face paints, fake blood and such compounds are likely to leave permanent stains on clothing.

If a costume is returned stained by face paint or other products:

We will charge, as a minimum, the security deposit of the costume.

If we cannot clean the costume properly the charge will be the costume's replacement cost.

- c. You will be charged the replacement cost to us of any costume item that is not returned.

### **Our Refund Policy.**

1. Please choose carefully.
2. We **do not** give a refund once a hire item has left the shop.
3. We will refund or exchange a sale item where it is:
  - a. Faulty;
  - b. Wrongly described;
  - c. Different from a sample shown to you; or
  - d. Doesn't do what it's supposed to do.
4. If we agree to a refund you may choose between a cash refund and an exchange.