



# The London Baby Equipment Hire Company

## TERMS & CONDITIONS

Please read the all the instructions supplied with your equipment carefully before use and keep them for future reference. Your child's safety may be affected if you do not follow the instructions.

**DISCONTINUE USING YOUR EQUIPMENT SHOULD IT BECOME DAMAGED OR BROKEN AND CONTACT US IMMEDIATELY.**

1. We will endeavour to provide you with replacement equipment as soon as possible in the event that your equipment has become damaged during office hours (7am - 9pm). Out of our normal office hours please contact us by mobile phone.
2. All of our equipment is security marked and individually coded and will be delivered to you fully labelled and with our contact numbers for standard office hours and our emergency out of hours service. Please ensure that you keep our telephone numbers with you at all times in the event that you need to contact us.
3. Our equipment, staff and hirers of our equipment are covered by a comprehensive insurance policy. This requires that any damage, injury or other occurrence be reported to us immediately it occurs.
4. All of our equipment is maintained to a high standard, is stored in a clean environment and is thoroughly inspected before each hire as well as being thoroughly cleaned and serviced after every use. However, some of our customers may be on holiday with their pets so please take care to tell us if your child suffers from any allergy associated with domestic animals.
5. From time to time, and for reasons beyond our control, it may be necessary to supply you with different equipment from that specified in our product range. However, if this occurs the equipment supplied will be of at least equal or higher specification.
6. Security deposits are requested at our discretion but are not always necessary. Where a deposit is required it will be relative to the equipment value hired. Payment will be taken by credit card and returned the day after our equipment is returned to us. All of our equipment is insured against damage while travelling by courier.
7. **Refunds and Cancellation Policy.**  
In the event that you need to cancel your holiday we will refund your equipment rental charge (deducting any delivery fees that have already been paid) on the following basis:
  - a) Cancellation notified up to 2 weeks before the rental start date: 100%
  - b) Cancellation notified between 14 and 2 days before the rental start date: 50%
  - c) Cancellation within 48 hours of the rental start date: 0%

***We always recommend that you purchase comprehensive insurance cover before taking your holiday.***

8. In the unlikely event that you have a complaint regarding any aspect of our service, please write to The Bookings Manager at the address below:

**The London Baby Equipment Hire Company  
Communications House  
26, York Street  
London  
W1U 6PZ**

9. Please look after all equipment as if it were your own.

*We aim to provide a highly professional and reliable service at all times. To help us to maintain our high standards we would appreciate your feedback, be it good or bad. Please tell us if you feel that our service has not met the high standards you expect from us or if you feel that there is anything we could be doing better. Your feedback helps us to improve our service and to give our customers a better rental experience.*