

Terms & Conditions

for hiring from Sleeppee Teepee - Grand Bella...



1. All Grand Bella and Outdoor Cinema bookings require an upfront \$100 deposit at the time of booking, with the remaining balance to be paid in full, no later than 7 days prior to the party date.
Note: Cleaning and laundering of all linen is included in the hire price. If any item is damaged or stained, charges will apply to cover replacement costs.
2. 7 day's notice must be given for all cancellations; failure to do so will result in a loss of deposit. The exception to this is if cancellation occurs 24 hours prior due to extreme weather (temperature above 39, or storms with heavy rain and wind). Grand Bella is an all-weather tent, but the party may not be and therefore we are happy to give a refund of the Grand Bella or Outdoor Cinema Hire cost, less a \$30 admin fee. If you are using external supplies recommended by us, you will need to check their cancellation policy.
3. Delivery, assembly, styling, collection and general laundering are included in the hire cost (refer package details).
4. Payment methods accepted are direct bank deposit, credit card or PayPal.
5. If a customer requests to change the date of their hire booking, a minimum of 7 day's notice must be given.
Customer requests can then be granted on the proviso that preferred date is available. A request to change dates within 7 days of booking will be denied.
6. Hire periods: Day Parties – 5hours. Sleep Out Parties – 19hours (unless an alternative period has been negotiated at time of booking) Outdoor Cinema – 15hours
7. The customer and the business will agree on a time for both delivery and collection of hire equipment. If the customer fails to be present at the stipulated times, a late fee may occur.
8. All prices are subject to change; however, prices quoted at time of booking will always be honoured.
9. Strictly NO PETS are permitted on any Sleeppee Teepee hire property. If animals are sighted on our equipment or pet hair is found on manchester and bedding, a \$50 cleaning fee will be charged to the customer.
10. It is the responsibility of the customer to take duty of care and always supervise children with hire equipment. Diligence must be taken with younger children on the customer's premises.
11. All Sleeppee Teepee - Grand Bella parties must be smoke-free environments. Sleeppee Teepee reserves the right to forfeit your booking without refund if staff finds your property to contain cigarette smoke odour.
12. Sleeppee Teepee reserve the right to forfeit your booking upon arrival to your property if we feel our equipment could be compromised or damaged due to unhygienic living conditions. No refund will be granted.
13. Weather:
Grand Bella – In the event of unforeseen extreme weather, customers may be asked to lower the bell tents centre pole and to secure the front doors; Sleeppee Teepee will advise when this action is required.

Outdoor Cinema – In the event of unforeseen extreme weather, customers may be asked to lower the projector screen. It is also the customer's responsibility to ensure the projector, and sound bar are not left exposed to the elements (rain, hail, excessive winds).
14. When pitching Grand Bella or the Outdoor Cinema screen within your property, our team members will discuss the possibility of irrigation, gas or unground electrical cabling within your property; team members will practice diligence when pegging to avoid such infrastructure. However, if a team member does make contact with such infrastructure, Sleeppee Teepee will not be liable for damages. The bell tent and Cinema screen can always be weighted rather than pegged and It is the responsibility of the client should they prefer to weight the tent, to inform management prior to arrival at the property.

Once Grand Bella or the Outdoor Cinema have been pitched, clients are not permitted to remove any pegs, guy ropes, or attempt to relocate the tent / screen in anyway, unless under direct permission of Sleeppee Teepee management. The business will not be held responsible for any injuries incurred by person(s) tampering with the structure without prior permission.
15. Where applicable, Grand Bella/ Sleeppee Teepee staff members will park as close to your set up area as possible, this often being in your driveway. Team members will always take due care when operating a vehicle on your property, however the customer must also ensure pets and children are always accounted for during the arrival time of our staff.