

Surrey Arts Wardrobe Membership Terms and Conditions of Hire

1. General

- a. These terms and conditions are in addition to the general Wardrobe terms and conditions of hire. By joining the Surrey Arts Wardrobe Membership scheme you are agreeing to adhere to the general Wardrobe terms and conditions, where applicable, as well as the specific terms and conditions of membership detailed here.
- b. Becoming a member of the Surrey Arts Wardrobe requires being set up as an official Surrey County Council customer. By joining the membership scheme you agree for us to set you up and/or your institution up as a Surrey County Council customer. If you are joining on behalf of a group, company or institution please provide proof that you are authorised to do so along with the details of a bursar, finance office or treasurer who will be responsible for auctioning the payment of invoices.
- c. A valid Membership card must be presented at the Wardrobe at the point of hire in order to receive the membership benefits. Replacement cards cost £5.00. Requests for replacement cards should be made in writing.
- d. The Wardrobe reserves the right to decline to serve Members of the Surrey Arts Wardrobe Membership Scheme.
- e. The Wardrobe is by appointment only. Appointments are booked on a first come first served basis. Being a Member of the Surrey Arts Wardrobe does not guarantee an appointment with the Wardrobe, although every effort will be made to accommodate your requirements.

2. Payment

Payment can be made by cash, cheque or card when the items are collected for the hire period or when hired items are returned. However, if you wish to make payment after this date or by an alternative method you will need to wait for the Surrey County Council invoice to be sent to you.

3. Invoicing

- a. Invoices can only be arranged on payments over £25.00. Amounts under this amount must be made by cash, cheque or card.
- b. Once the Wardrobe has made a request for a Surrey County Council invoice to be raised it is no longer possible to make payment directly to the Wardrobe.
- c. Once you have received the Surrey County Council invoice you should follow the payment instructions contained in this invoice.
- d. Issues with Surrey County Council invoices cannot be raised through or resolved by contacting the Wardrobe.
- e. Payment for Surrey County Council invoices cannot be made directly to the Wardrobe.
- f. In the event that there is loss or damage to items hired from the Wardrobe. The wardrobe will invoice the member for the repair or replacement cost of the items.
- g. By joining the membership scheme you agree to pay invoices for items hired, along with any late, damage or replacement fees relating to the items hired.

4. Discount

- a. The 15% discount is off hire charges arranged using a valid membership card
- b. Discounts on workshops and events will vary depending on the event.
- c. Discounts only apply to hire charges and exclude borrow, late, damage and replacement fees.

5. Deposits

Deposits are waived for members of the Surrey Arts Wardrobe. When deposits are waived the Hirer agrees to be invoiced and pay for any losses and damages. The Wardrobe reserves the right to request a member leave a holding deposit when hiring items.

6. Borrow Periods

- a. Borrow periods are only available to hirer's who present a valid membership card.
- b. The hirer may borrow costumes for fittings purposes only.
- c. The Wardrobe reserves the right to withdraw the free borrow period at any time.
- d. The Wardrobe reserves the right to decline any additional borrows and borrow extensions.
- e. Extensions and additional borrow weeks must be agreed and arranged prior to items leaving the collection.
- f. Borrow periods are given on the understanding that members will hire at least some items from the Wardrobe within 8 weeks of borrowing items.
- g. Failure to return the costumes by the return date will result in the hirer being charged for the hire of the items for the whole period they have been off the Wardrobe premises.
- h. Borrow periods are calculated in 7 day blocks.
- i. The week running into a hire can either be:
 - i. A free borrow period
 - ii. Or, will be charged as an additional borrow week

6a. Free borrow

- a. The free borrow period is for one batch of costumes for one seven day period per production.
- b. This free week may be taken prior to the hire period or run together with the hire period.
- c. Your free borrow may be extended when taken in advance of your hire (excluding the week prior to your hire dates) for a fee of 10% of the hire charge of the items taken.
- d. Your free borrow may be extended into the week prior to your hire dates for a fee of 25% of the hire charge of the items taken.

6b. Additional borrow

- a. An additional borrow is for when you have already taken advantage of the free borrow but need another opportunity to fit the same or additional items.
- b. Additional borrow periods can be arranged for a fee of 25% of the hire charge of the items taken.
- c. An additional borrow period can be extended (excluding the week prior to your hire dates) for the fee of 10% of the hire charge of the items taken.
- d. An additional borrow period can be extended into the week prior to your hire dates for the fee of 25% of the hire charge of the items taken.

6c. Borrow extensions

- a. Borrow extensions can be arranged for a fee of 10% of the hire charge of the items taken.
- b. Extension weeks running into a hire period will be charged as an additional week with a fee of 25% of the hire charge of the items taken.
- c. Borrow extensions are limited to 2 consecutive weeks.



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