CLASSIC CROCKERY
EVENT HIRE + DESIGN

Terms & Conditions

1. **About us and these terms**

1.1 These terms apply to every hire and styling booking with Daniela Besso, trading as Classic Crockery Event Hire ("Classic Crockery", "we", "us"), NIF 305154770, 394 B Poço Largo São Bras de Alportel 8150-055, Portugal.

1.2 "You" means the person or business making the booking. If someone else pays on your behalf, you remain responsible for the booking.

1.3 We send these terms with every quote, and they are always available on our website. You don't need to sign them: by paying your booking deposit, or confirming your booking in writing, you confirm that you have read and accept these terms. A written proposal or quote from us that differs from these terms takes priority for that booking.

2. **What we offer**

2.1 We hire tableware, glassware, cutlery, linen and décor, and offer table and event styling, including florals where agreed.

2.2 We hire out complete table settings only, for events. Individual pieces are not available for hire on their own.

2.3 Photos on our website and social media show examples. Handmade and vintage pieces vary slightly in colour, glaze and size, and this is not a fault.

2.4 We look after the table: tableware, table styling and table flowers. We are not wedding or event planners, and we don't organise or coordinate other parts of your event, such as entertainment, catering or the venue. We are happy to recommend other suppliers, but booking and arranging them is up to you. If you would like help planning the wider event, we can suggest a planner.

3. **Quotes and booking**

3.1 A quote shows availability and prices on the date it is sent. It does not reserve anything.

3.2 We don't hold items or dates on a quote. Items are booked on a first-come, first-served basis, and your booking is only confirmed once we have received your deposit and confirmed in writing.

4. **Deposit and payment**

4.1 A booking deposit of 50% of your total quote is due to confirm your booking. The total includes the hire, delivery and collection, washing and VAT. The deposit secures your date and items. If you cancel, the hire part of the deposit is not refundable, but the parts covering delivery and collection, washing and VAT are refunded (see section 6).

4.2 The balance is due 7 days before the delivery date, or 7 days before you collect the items if you are collecting them yourself. If it is not paid by then, we may treat the booking as cancelled under section 6.

4.3 Bookings made within 7 days of the event must be paid in full when booking.

4.4 All prices are in euros and exclude VAT, which is added at the applicable rate. Delivery, collection, set-up, styling and washing are charged separately and shown on your quote.

4.5 We accept payment by bank transfer or cash. Bookings are confirmed once payment has been received.

4.6 Hire period. Hire prices cover a hire period of 1 to 4 days. If you need the items for longer, each additional period of up to 4 days is charged at the full hire price.

4.7 Refundable damage deposit. On top of the hire price, we take a refundable damage deposit in case anything is lost or damaged. The amount depends on your hire total:

Hire total of €1,000 or less: a fixed deposit of €200. For example, a €650 hire has a €200 deposit.

Hire total over €1,000: a deposit of 20% of the hire total. For example, a €2,500 hire has a €500 deposit.

The damage deposit is paid in the 7 days before delivery, or before you collect the items, together with your balance. If you have already paid in full, it can be included in that payment. Either way, it is refunded after the event, as set out in section 9.

5. **Changes to your booking**

5.1 You can change items, quantities, times and the delivery address until 7 days before your event, subject to availability. Price changes are added to, or taken from, your balance.

5.2 You can reduce your order by up to 25% of the original total. Larger reductions are treated as a part-cancellation under section 6.

5.3 After the final changes deadline we cannot reduce your order. We will try to accommodate additions, but cannot guarantee them.

5.4 If your event date moves, we will transfer your booking and deposit to the new date where the items are available. If they are not, we will offer the closest alternatives.

6. **Cancellations and refunds**

6.1 How to cancel. Tell us in writing, by email or WhatsApp. We use the date we receive your message to work out what you owe.

6.2 What you pay if you cancel. Your booking deposit is 50% of your total quote (hire, delivery and collection, washing and VAT). If you cancel, you only ever pay for the hire. Delivery and collection, washing and VAT are always refunded, because we won't be providing them.

Cancel more than 30 days before the event: we keep half the hire price and refund everything else you have paid.

Cancel 30 days or less before the event: we keep the full hire price and refund everything else you have paid.

For Example, your quote is €1,476: hire €1,000, delivery and collection €100, washing €100 and VAT €276. Your booking deposit is €738. You cancel 45 days before: we keep €500 (half the hire) and refund €238.

If you cancel 10 days before, having paid in full: we keep €1,000 (the full hire) and refund €476.

6.3 Items bought specially for you. Some things are ordered just for your event, such as fresh flowers or bespoke décor. Once we have ordered them, we can't cancel or reuse them, so you pay their full cost whenever you cancel, even if that is more than 90 days before. We will tell you before we place any such order.

6.4 Your damage deposit is always refunded in full if you cancel.

6.5 If we cancel. If we have to cancel for a reason within our control, we refund everything you have paid.

6.6 Refunds are made within 14 days. Nothing in this section affects your rights as a consumer under Portuguese law.

7. **Delivery, set-up and collection**

7.1 We deliver across the Algarve. Events outside this area may carry travel, accommodation and extra staff costs, shown on your quote.

7.2 Please confirm the venue address, access details, on-site contact, and set-up and collection times by the final changes deadline. We deliver within an agreed time window.

7.3 Delivery, collection and set-up are charged separately from the hire, and shown on your quote. The price covers one delivery, one set-up and one collection. Extra visits, or waiting more than 30 minutes because the venue is not ready, are charged at our hourly rate.

7.4 Please check the items when they arrive and tell us about anything missing or damaged straight away, with photos. We can't accept claims for items reported after the event.

7.5 You must make sure the items are accessible at the agreed collection time. Items stay your responsibility from delivery until we collect them.

7.6 If you collect and return the items yourself, you are responsible for transporting them safely in a covered vehicle.

8. **Looking after the items**

8.1 Items are hired for your event only, for their normal use.

8.2 We wash all crockery, glassware and cutlery after your event. Washing is charged at 10% of the hire total. Before collection, please scrape plates of food, empty glasses, pack items back into their crates as delivered, and shake food and flower debris from linen.

8.3 Please do not wash linen, or put wax, tape or glue on any item.

9. **Breakages, damage and missing items**

9.1 Damage deposit. Your refundable damage deposit (section 4.7) covers loss of, or damage to, the items while they are in your care, from delivery or collection until we get them back.

9.2 After the event. We check every item when it comes back. If nothing is missing or damaged beyond normal wear, we refund your damage deposit in full within 7 days.

9.3 Missing or damaged items. If any item is lost, broken or damaged beyond normal wear, we deduct the cost of replacing it from your damage deposit, and refund the rest. We will send you an itemised list with photos (where applicable) within 5 working days of getting the items back.

9.4 If the cost is more than your deposit. If the replacement cost is more than your damage deposit, we will invoice you for the difference, which is due within 14 days of the invoice.

9.5 Items found later. If a missing item is returned to us in good condition within 14 days of our list, we will refund 50% of the amount deducted for it.

10. **Styling and florals**

10.1 Styling follows the design proposal you approve. Flowers are natural and seasonal; if a variety is unavailable, we will use the closest match in colour and style.

10.2 We need the venue’s permission for any installation. You are responsible for getting it, and for telling us about venue rules (candles, fixings, access times).

10.3 We only move or handle furniture and items that are ours, unless agreed in advance.

11. **Photos of your event**

11.1 We may use photos of our styling and tableware at your event on our website and social media, with the photographer’s permission and credit. We won’t show guests’ faces without

permission. If you would prefer we didn't share photos, just tell us when booking.

12. **Our responsibility to you**

12.1 We will provide clean items in good condition, and the services described in your booking, with reasonable care and skill.

12.2 Our total liability for any booking is limited to the amount you paid for it, except where the law doesn't allow this, such as for death or injury caused by our negligence, or fraud.

12.3 We are not responsible for indirect losses, or for problems caused by the venue, other suppliers, weather, or inaccurate information you gave us.

13. **Events outside our control**

13.1 If something outside our control stops us providing your booking, such as severe weather, fire, government restrictions, road closures or serious illness, we will offer a new date or comparable alternatives first. If that isn't possible, we will refund what you have paid, less costs already incurred for your event, such as flowers ordered.

14. **Behaviour**

14.1 We expect our team to be treated with respect. We may end a booking, without refund, if staff are threatened or abused.

15. **Complaints and governing law**

15.1 If something isn't right, please tell us as soon as possible at daniela@classiccrockery.com We will reply within 5 working days.

15.2 If we can't resolve it, you can use the Livro de Reclamações Eletrónico or a consumer arbitration centre: CIMAAL – Centro de Informação, Mediação e Arbitragem de Conflitos de Consumo do Algarve (https://consumoalgarve.pt/index.php/pt/), under Law 144/2015.

15.3 These terms are governed by Portuguese law, and the courts of Faro have jurisdiction, without affecting any rights you have as a consumer in your country of residence.

15.4 If any part of these terms is found invalid, the rest still applies. These terms were last updated on 11/11/2026.