

Hire Terms & Conditions



Leotard Hire Available for UK Only

- UK customers are permitted to take hire leotards to competitions overseas
- International customers can hire at competitions we are attending in the UK

Booking Information

- Hire bookings last 6 days (recommended Tuesday to Monday for weekend hire)
- The individual making the booking must be 18 years or above
- Only book the leotards you need (for example, 1 leotard from a set of 3)
- One partnership per booking only
- The partnership is permitted to use the same hire leotard for multiple routines
- Bookings of multiple leotards for the same dates can be placed as one order

You will receive an order confirmation and hire agreement within 5 working days

If you need to advance or extend your hire period, please contact us as soon as possible. Providing item(s) have not been booked by another customer, we will be happy to accommodate your request and take payment for the additional hire duration requested.

Any intention to take items outside of the UK must be notified in writing prior to commencement of the hire. Where customers are flying abroad, items must be kept in hand luggage for security.

Delivery Information

Delivery

All items will be shipped for arrival by 1pm on or before your hire start date. The tracking reference number will be sent to you as soon as the order is dispatched.

All competition leotards are posted using Royal Mail Special Delivery Guaranteed, other items will be posted using a Royal Mail Tracked & Signed service. If you are not in at the time of delivery, Royal Mail will leave a card with information on where to collect the parcel from. In this case, the hire period shall remain as shown on the order confirmation, unless otherwise agreed.

All items are checked prior to despatch. It is the responsibility of the hirer to check upon delivery that they are in good condition. The hirer will be held liable for any defects or deficiencies unless the hirer has notified us in writing within 48 hours of their delivery.

Collection

For competitions we are attending, there is the option to collect and/or return your hire leotards at the event. In this case, you will be provided with information and a contact number no later than 48 hours before the hire start date.

Hire Terms & Conditions



Temporary Alterations

The hirer is allowed to conduct minimal alterations, provided they are temporary and can be removed before return of the items. No attempt to conduct repairs to damaged equipment without prior written permission shall be made. No permanent modifications can be made to the items.

The following alterations are permitted:

- Sewing of country flags when representing a National team
- Tacking skirts down

Return Information

You will receive a copy of the hire documents via email and with your items when they arrive. This includes all the necessary information about when and how to return the items.

Do not wash the items before returning them (this will be done for you upon their return to us).

The customer must return items as delivered using the appropriate packaging securely sealed. If items are not returned within 48 hours of the hire end date and notwithstanding courier delays, the hirer will be charged accordingly. *Please see 'Surcharges' section for more information on the charges that may apply.* Where the hirer has failed to either contact us and explain the circumstances, or negotiate an extension, we will investigate and may inform the police and report the items as stolen.

Once the goods have been returned, unpacked, and checked by Derivative Leotards the booking will be marked as complete. If there are missing/broken items, we will require payment to cover the cost of repair/replacement. *Please see 'Loss or Damage' section for more information.*

Cancellation, Return and Refund Policy

If you wish to cancel a booking, please contact us via phone or email as soon as possible.

For cancellations *more than 28 days before* the hire start date, you are entitled to a full refund less a £10 admin fee to cover the processing time associated with your booking.

For cancellations *14 days or more before* the hire start date, you are entitled to a refund of the full postage cost and half the hire charge, less a £10 admin fee to cover the processing time associated with your booking.

For cancellations *less than 14 days before* the hire start date, providing we have not yet purchased postage for your booking, you are entitled to a refund of the full postage cost only. Hire charges for bookings within this period are non-refundable.

Once the items have been shipped (up to 4 days before the hire start date), defects or deficiencies notwithstanding, the customer agrees to pay the full hire and courier charges for said booking.

Refunds for early return of the items will not be given.

Hire Terms & Conditions



Loss or Damage

The customer is responsible for the safe keeping of items throughout the hire. Items must be returned in the condition in which they were received and in functional working order. In the event of loss or damage, please contact us immediately.

To minimise the risk of loss/damage, we strongly recommend the following:

- Items are not washed before returning (this is done for you upon their return)
- Do not wear the items for longer than is required
- Ensure items are well kept, in a leotard bag or case when not in use
- Do not consume food or drink (other than water) with competition leotards on

If items [arrive damaged from the courier](#) and we establish that nothing can be done to rectify the existing items, we will attempt to redeliver a replacement where possible.

[If you damage the items during your hire](#), our check-in department will inspect and a preliminary quotation for repair/replacement will be obtained. Depending on the severity, cost for repair or replacement will need to be covered by the customer. *See 'Surcharges' section for more information.* We understand that leotards may, overtime, pick up the odd fault such as crystals falling off or threads coming undone. However, major faults and obvious neglect will be treated as damage.

In the event of any [loss or theft](#), the incident must be reported to the police immediately and a crime reference number obtained. If the leotards are [lost during a flight](#), you should report upon arrival at the airport. You may receive a Property Irregularity Report (PIR). You will also need to put in a written claim to the airline within seven day and send Derivative Leotards proof of this.

Derivative Leotards will investigate all losses of whatever value thoroughly. Please note you will remain liable up to the full value of the items and we will take whatever action necessary to recover these costs. The hirer shall also be liable for loss of rental income resulting from such loss for the period it takes to effect repairs, up to and including the replacement value of the items.

Surcharges

By receiving the leotards, you agree to the following charges if terms are not adhered to correctly:

- £5.00 per leotard per day items remain unreturned to the Company (after the hire end date)
- £10.00 per leotard if returned incorrectly – to an address not stated on the hire agreement, or using an incorrect courier service
- £60.00 per leotard if used by more than one partnership without prior booking
- £5.00 per fault for minor damage - stains or wear that requires additional treatment
- £15.00 per fault for medium damage - that which requires a seamstress to repair

Loss or major damage will be assessed and calculated up the full value of the leotards.

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Reservations

Booking cannot be made without payment, making an enquiry either by phone, email or in person, does not constitute booking the leotards. You will need to have received an order confirmation from the company.

If payment has not been received within 5 days of making the booking, Derivative Leotards reserves the right to cancel your order and make the items available for other bookings.

Where the equipment, for reasons outside of our control, ceases to be available for the duration of the hire period, we shall inform the customer as soon as practically possible. Derivative Leotards will endeavour to provide suitable replacement. Where such alternative is not available to fulfil the order, the Customer can cancel all or part of the order and receive a full or part refund as applicable.

In the event of a courier misrouting or error, Derivative Leotards will endeavour to deliver the items before 1pm on the chosen hire start date (where available). Any times quoted for delivery are to be treated as an estimate, and the Hirer acknowledges that delivery may be postponed due to circumstances outside the direct control of the Company. In such event, Derivative Leotards shall not be liable for any damages, compensation, or penalty.

Ownership

The leotards and accessories on hire shall remain the absolute property of Derivative Leotards and the customer has no right, title, or interest in the items, except that it is hired to the customer for an agreed period. The hirer shall not assign, transfer or otherwise part with possession of the items beyond that which is reasonably necessary.

Payment

Payment of any monies payable to Derivative Leotards in respect of any booking shall be made before items are dispatched. The customer shall pay all sums due to Derivative Leotards under this contract without any set-off, deduction, counterclaim and/or any other withholding of monies. Derivative Leotards reserves the right to charge the customer to the full value of the leotards if the customer is in breach of these Terms and Conditions.

Privacy

All information gathered, received, or relied upon by Derivative Leotards will be regarded as private and will not be shared or divulged to third parties. The exception will be if the Hirer fails to return the items and an investigation is conducted, in which circumstances information may, as appropriate, be shared with the police, insurance companies and other interested parties in pursuance of recovering the Company's items.

We reserve the right to withdraw the offer to hire equipment within 5 working days if we are not satisfied with the validity of information provided.