

# FREQUENTLY ASKED QUESTIONS

## **How do I book?**

Please get in touch by sending an email to [info@stinkybay.com](mailto:info@stinkybay.com). You can include what you would like to hire, and which dates you would like to hire for.

## **How much notice do I need to give?**

As long as we have availability, there is no particular amount of notice required.

## **What do prices include?**

All prices include delivery, set-up and collection.

## **How do I pay?**

We can send through a payment link to your email once a booking is confirmed.

## **Is a deposit required?**

No deposit is required, as the value of the equipment (well over £1000) is too high to insure against in this way. Instead we will ask you to sign a hire agreement on delivery, to protect ourselves against damage to equipment.

## **What is the cancellation policy?**

In general we won't charge for cancellations, wherever possible. However, during busy periods, where the equipment would have otherwise been booked, we reserve the right to charge a cancellation fee of 50% for any cancellations within two weeks of the date.

## **Can I set up the equipment outside?**

Yes, equipment can be used outside. However some items like the gazebo can't be used in strong winds. The beer dispenser also has vulnerable electrics, and so can't get wet. Under no circumstances is the beer dispenser to be left outside unattended, or overnight in an unsecure location.

## **How much access do you need?**

All of our equipment will fit through a doorway. Stairs however may be a problem, so please call first if the equipment has to go up/down more than a couple of small steps, as it is on roller wheels and quite heavy!