

Damage, Loss & Card-on-File Policy

This policy explains responsibility for damage or loss, what constitutes chargeable damage, and how costs are handled if repair, replacement, or additional cleaning is required.

The named booker is responsible for the venue, equipment, and contents for the full duration of the booking.

1. Responsibility for the Venue

The booker accepts responsibility for:

- the condition of the venue during the booking
- the behaviour of all guests
- the safe and appropriate use of equipment
- any damage or loss occurring during the booking period

This responsibility includes both adults and children attending.

2. Damage & Loss

Guests must take reasonable care of the venue and its contents.

Charges may apply for:

- broken or damaged equipment
- missing items
- damage to furniture, fixtures, or surfaces
- stains requiring specialist cleaning
- misuse resulting in repair or replacement costs

If damage occurs, please report it promptly.

3. Normal Wear & Tear

We understand that reasonable use results in natural wear.

Normal wear and tear includes:

- minor scuffs from regular use
- expected ageing of equipment
- light surface marks removable through routine cleaning

Charges are not applied for normal wear.

4. Chargeable Damage

Charges may be applied where damage results from:

- misuse or unsafe use of equipment
- prohibited materials (e.g. glitter, confetti, adhesives)
- spills or stains not cleaned
- excessive mess requiring specialist cleaning
- removal or loss of equipment

Costs will reflect repair, replacement, cleaning, or call-out expenses.

5. Card-on-File Authorisation

By making a booking, the booker authorises Tovah to charge the card on file for reasonable costs relating to:

- damage or loss
- excessive cleaning
- missing equipment
- repairs or specialist services required

Charges will only be applied where necessary and in accordance with this policy.

6. Evidence & Notification

Where charges are required:

- photographic or written evidence may be recorded
- the booker will be notified before any charge is processed
- a clear explanation of the cost will be provided

We aim to handle any issues fairly and transparently.

7. Reporting Damage

If damage occurs during your booking:

- please notify us as soon as possible
- remove the item from use if it is unsafe
- report the issue using the contact details provided

Prompt reporting helps prevent further damage and ensures safety.

✓ Agreement

By completing your booking, you accept responsibility for the venue and authorise charges where damage, loss, or excessive cleaning occurs.