



Royaume Casino Hire: Terms of Hire

These Terms of Hire set out the agreement between Royaume Casino Hire and the client for the supply of casino entertainment at an event. They apply when a client accepts a quote on quote.royalecasinohire.co.uk and ticks "I agree to the Terms of Hire". By accepting, the client agrees to these terms on behalf of themselves and anyone they are booking for.

ISSUED BY

Royaume Events Ltd, trading as Royaume Casino Hire

VERSION

v1.5

GOVERNING LAW

England and Wales

1 Who these terms are between

1.1 In these terms:

- **"We", "us" and "our"** mean **Royaume Events Ltd**, a company registered in England and Wales (company number **15359555**), trading as **Royaume Casino Hire**, whose registered office is **81 Tierney Road, London SW2 4QH**. Our VAT number is **GB504290225**.
- **"You" and "your"** mean the person or organisation named on the quote as the client, who is booking the casino entertainment.

1.2 We provide casino entertainment for events. This is entertainment, not gambling. Guests play our games for fun using fun money, which has no monetary value and is never exchanged for cash. There is no charge to play and nothing is staked. Any prize given on the night, for example to the guest who finishes with the most chips, is provided and awarded by you, the client. It is a token of nominal value, fixed in advance, and does not depend on the number of guests or on any amount paid or staked. We keep gambling out of every part of what we do.

2 Definitions

In these terms:

- **"Event"** means the occasion at which we provide the Services, on the date or dates and at the venue stated on the quote.
- **"Quote"** means the written quotation we issue to you through the portal, including any options, line items, prices, and the event details it records.
- **"Booking"** means your accepted Quote, which together with these terms forms the contract between us.
- **"Services"** means the casino entertainment described in clause 3 and set out in your Quote.
- **"Equipment"** means the casino tables, chips, cards, fun money, signage, and all other items we bring to the Event.
- **"Croupiers"** means the uniformed staff we provide to run the tables.
- **"Fees"** means the charges for the Services as set out in the Quote.
- **"Deposit"** means the part of the Fees payable to secure the Booking, as stated on the Quote.
- **"Fun money"** means the non-monetary play notes and chips used at the Event for entertainment.
- **"Venue"** means the place where the Event is held.

3 What we provide

3.1 We provide the casino entertainment set out in your Quote. Depending on what you have booked, this typically includes:

- full-size casino tables;
- professional, uniformed croupiers to host and run the tables;
- premium playing chips and cards;
- fun money for guests to play with;
- complete delivery, setup, and packdown of the Equipment.

3.2 Your Quote is the definitive list of what is included for your Event: the number and type of tables, the number of croupiers, the hours of play, and anything else agreed. If something matters to you and it is not on the Quote, please ask us to add it before you accept.

3.3 We provide the Services with reasonable care and skill, in keeping with the standard you would expect from a premium supplier.

3.4 We may substitute an item of Equipment, a particular table, or an individual croupier for one of equivalent standard, for example if a croupier is unwell or a table is damaged in transit. The character and quality of the Services will not be reduced by any such substitution.

4 Fees, VAT, and what is included

4.1 All prices on the Quote are quoted **ex VAT**. VAT is added at the rate in force at the time of invoicing. The Quote shows the figure ex VAT, the VAT, and the total payable.

4.2 The Fees cover the Services described on your Quote, including delivery, setup, and packdown within the agreed area. Anything not listed on the Quote is not included. Travel beyond our standard area, additional hours, extra tables, or other changes are chargeable and will be quoted separately.

4.3 A Quote is valid for **14 days** from the date it is issued. After that, prices and availability may change and we may need to issue a fresh Quote. Booking early is the surest way to hold your date and your price.

5 Securing your Booking and paying the balance

5.1 Your date is held from our confirmation. When you accept your Quote, we check the date and confirm your Booking to you in writing. Your date and Equipment are held for you from that confirmation. The Deposit is **50% of the Fees**, as shown on your Quote, and is due within **7 days** of our confirmation. If the Deposit has not reached us by then, we may release the date, and we will tell you before we do. If we release it, the Booking ends and neither of us owes the other anything further for it.

5.2 The balance is due 30 days before the Event. You must pay the remaining Fees so that they reach us no later than 30 days before the first day of the Event. Where your Quote states a different date for full payment, or we have agreed a different date with you in writing, that date applies instead.

5.3 If you book within 30 days of the Event, no Deposit is taken: the full Fees are due within 7 days of our confirmation, and in any case before the Event.

5.4 We invoice the Deposit and the balance separately, and payment is due by the date shown on each invoice. Where your Quote asks for payment in full, we send one invoice for the full Fees instead, due as your Quote states. If a payment is not made by its due date, we may treat the Booking as cancelled by you under clause 6 and we may decline to attend the Event. Please tell us straight away if a payment is going to be difficult, so we can help rather than lose your date.

6 Changing, postponing, or cancelling your Booking

6.1 Changes. If you would like to change the date, venue, timings, or what you have booked, tell us as early as you can. We will always try to accommodate a change, subject to availability and to any difference in price. A change to the date is treated as a reschedule under clause 6.3.

6.2 If you cancel. Cancellations must be made in writing (email is fine). What applies depends on how close to the Event you cancel. These charges are a genuine pre-estimate of the costs we commit to and the income we lose, and are not a penalty.

- **30 days or more before the Event:** we keep the Deposit (50% of the Fees). If you have paid more than the Deposit by then, we refund the difference, so we keep no more than the Deposit.
- **Fewer than 30 days before the Event:** the full Fees are payable. By this point your date is committed, the balance has fallen due, and we are about to staff and supply your Event.

6.3 If you reschedule. If you ask to move your Event to a new date **30 days or more before** the original date, and we have availability, we will move your Booking. We keep a rescheduling fee of **10% of the total Fees**, taken from your Deposit, and the rest of your Deposit carries to the new date. If you do not yet have a new date in mind, the carried amount is held as a **credit valid for 12 months** from the date it is issued. Any difference in price for the new date is payable. A request to move the Event **fewer than 30 days before** it is treated as a cancellation under clause 6.2, although we may agree to reschedule it at our discretion.

6.4 If we cancel. We do not expect to cancel a confirmed Booking. If we have to cancel for a reason that is our fault, we will refund every payment you have made for the Event in full, and that is the limit of what we owe you for the cancellation. If we cancel because of something outside our reasonable control, clause 12 (force majeure) applies instead.

6.5 If you are a consumer. If you are booking as a private individual rather than for a business, you have rights under consumer law and nothing in these terms reduces them. You should know that, because your Booking is for casino entertainment on a specific date, it is a contract for a leisure service tied to a particular date. Contracts of this kind are exempt from the 14-day "cooling-off" right to cancel that otherwise applies to things bought online or at a distance, under regulation 28 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, in the same way as booking a hotel room, a restaurant table, or tickets for a dated event. The cancellation and rescheduling terms in clauses 6.2 and 6.3 are therefore what apply if you need to cancel or move your Event, and the charges in clause 6.2 are a genuine pre-estimate of our loss, as explained there.

7 Your responsibilities

You agree that:

7.1 Access and timing. You will arrange access to the Venue in good time for us to deliver, set up, run, and pack down the Equipment, including any access needed before and after the playing hours. You will tell us in advance about anything that affects access, such as stairs, lifts, narrow doorways, loading restrictions, parking, or timed delivery windows.

7.2 Space and surface. You will make sure the Venue has enough level, dry, indoor floor space for the tables you have booked and for guests to play comfortably. If you have booked an outdoor or marquee setting, you are responsible for a suitable, weatherproof, and level area. Tell us your space if you are unsure and we will confirm it is workable.

7.3 Power. You will provide a suitable and safe mains power supply within reasonable reach of the tables where any of the Equipment needs power, for example lighting or an electronic wheel.

7.4 Permissions. You are responsible for obtaining any permission, licence, or consent the Venue or any third party requires for the Event, and for making sure our attendance and setup are permitted. If you are not the Venue, please check with them before you book.

7.5 Guest conduct and safety. You are responsible for the conduct of your guests. Our croupiers run the tables and look after the Equipment; they are not responsible for security, crowd control, or supervising guests. You will make sure guests treat the croupiers and the Equipment with respect. We may pause or stop play, and our croupiers may leave, if the safety of our staff or Equipment is at risk, for example because of aggressive behaviour or excessive intoxication. Where we stop play for this reason, the Fees remain payable.

7.6 Claims and insurance co-operation. Our public liability cover (clause 8.1) carries conditions that we must meet for a claim to be valid, and we need your help to meet them. If anything happens at your Event that causes, or might cause, injury to a person or damage to property, you agree to: tell us as soon as possible, and in any event within a few days, with the details we need; not admit fault or offer or promise any payment to anyone in respect of it without our agreement first; pass us any letter, claim, or court document you receive about it straight away; and give us reasonable help to investigate and deal with it. Where the incident involves theft, attempted theft, vandalism, or loss of money, you also agree to report it to the Police at once and to give us the report details, because our insurer requires this.

8 Our liability to you

8.1 Insurance. We hold public liability insurance with a limit of **£5 million** for any one claim, covering liability for injury to people or damage to property arising from our work at your Event. Like any policy, it carries its own conditions and exclusions and does not cover everything: it will not respond, for example, to liability you take on by your own separate agreement with a third party, to a deliberate act, or to matters the policy specifically excludes. A copy of our current insurance certificate, and of our risk assessment and method statement (our venue pack), is available on request, and many venues ask for it before an event.

8.2 We do not exclude or limit our liability where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence, and for fraud.

8.3 Subject to clause 8.2, we are not liable to you for:

- any loss of profit, loss of business, loss of anticipated savings, or loss of goodwill; or
- any indirect or consequential loss,

in each case whether or not we were told it might happen.

8.4 Subject to clause 8.2, our total liability to you arising out of or in connection with a Booking, whether in contract, in tort (including negligence), for breach of statutory duty, or otherwise, is limited to the total Fees paid by you for the Event in question. Where we are liable for injury to a person or damage to property and that liability is covered by the public liability insurance described in clause 8.1, this limit does not cap a claim below the proceeds actually payable to you under that insurance for the same matter.

8.5 We are not responsible for any failure or delay in performing our obligations that is caused by something outside our reasonable control, which is dealt with in clause 12.

8.6 Nothing in these terms affects your statutory rights as a consumer, if you are a consumer.

9 Damage to or loss of Equipment

9.1 The Equipment remains our property at all times.

9.2 From the time we set up until we pack down, you are responsible for the Equipment while it is at the Venue, except for fair wear and tear and except for any damage caused by us or our croupiers. You will take reasonable care of it and make sure your guests do the same.

9.3 If the Equipment is damaged, lost, or stolen during the Event because of something other than fair wear and tear or our own act, you agree to pay us the reasonable cost of repair, or of replacement where an item cannot reasonably be repaired. We will tell you the cost and provide reasonable evidence of it.

9.4 This clause does not turn you into an insurer of our Equipment against every risk. It covers loss or damage that arises at your Event and is not down to us.

10 Custom artwork: cloths, chips, and notes

10.1 Where you have asked us to produce custom items carrying your logo or design, for example branded table cloths, chips, playing cards, or fun money, we will send you a proof to approve before anything is printed. We need your approval at least **21 days** before the Event for branded cloths, custom chips, and custom playing cards, and at least **10 days** before the Event for personalised fun money. Please send your artwork and logos in a usable format in good time before those dates, so we can prepare the proof. If approval arrives late, we may not be able to produce the custom items in time, and in that case we will run the Event with our standard Equipment and the custom-artwork part of the Fees, if separately charged, is non-refundable.

10.2 You confirm that you own, or are allowed to use, any logo, brand, image, or text you supply, and that our using it as you have asked will not infringe anyone else's rights. You grant us a licence to use that material for the limited purpose of producing the custom items and delivering your Event. You agree to cover any third-party claim that arises because the material you supplied was not yours to use.

10.3 Custom-printed items are made to your specification. They cannot be resold to other clients, so the cost of producing them is payable even if you later cancel, to the extent we have already incurred it.

11 Photography

Unless you tell us otherwise in writing before the Event, we may take photographs of our Equipment and setup at your Event for our own portfolio and marketing. We will be discreet and we will not identify your guests by name. If you would prefer no photography, or no use of any image, just let us know and we will respect that.

12 Force majeure

12.1 Neither of us is responsible for a failure or delay in meeting our obligations that is caused by something outside our reasonable control. This includes, for example, severe weather, flood, fire, epidemic or pandemic and related public-health restrictions, a government or local-authority order, the loss of the Venue through no fault of ours, serious transport disruption, or industrial action that is not ours.

12.2 If such an event prevents the Event from going ahead, we will work with you in good faith to move it to a new date. Where we both agree a new date, your Deposit and any payments move with it. Where the Event genuinely cannot be rescheduled, we will refund the payments you have made, less any costs we have already and unavoidably incurred for your Event, for example custom-printed items already produced. Neither of us owes the other anything further for a force majeure event.

13 Data protection

13.1 We handle personal data in line with UK data protection law. We are registered with the Information Commissioner's Office (registration reference **ZC168608**).

13.2 We use the personal data you give us, such as your name, contact details, and event details, to prepare your Quote, manage your Booking, deliver your Event, and keep the records the law requires. Our privacy policy explains how we handle personal data, your rights, and how to contact us about them.

14 General

14.1 Whole agreement. Your accepted Quote together with these terms is the whole agreement between us about the Event. It replaces anything said or written beforehand. Where there is any conflict between the Quote and these terms, the Quote wins for the specific detail of your Booking, such as the price, the date, and what is included.

14.2 Changes to a Booking. Any change to a Booking needs to be agreed by both of us. We will confirm agreed changes in writing.

14.3 Transfer. You may not transfer your Booking to anyone else without our written agreement. We may arrange for another competent supplier or sub-contractor to provide part of the Services, but we remain responsible to you for them.

14.4 No third parties. No one other than you and us has any right to enforce these terms.

14.5 If part is unenforceable. If any part of these terms is found to be unenforceable, the rest continues to apply.

14.6 Governing law. These terms, and any dispute arising out of them or your Booking, are governed by the law of **England and Wales**, and the courts of England and Wales have jurisdiction.



Royale Casino Hire is a trading name of Royale Events Ltd, registered in England and Wales (company number 15359555), registered office 81 Tierney Road, London SW2 4QH. VAT number GB504290225. Terms of Hire v1.5.