

Refund & Cancellation Policy – Rushton's Rustic Hire

Last updated: 20.11.2025

1. Customer Cancellations

- The deposit is non-refundable after the 14 day cooling-off period.
- If you cancel more than 12 months before the event, you will receive a refund of any payments made, minus the deposit.
- If you cancel 6-12 months before the event, 25% of the outstanding balance will be required.
- If you cancel 3-6 months before the event, 50% of the outstanding balance will be required.
- If you cancel less than 90 days before the event, no refund will be issued and you will be required to pay 100% of the outstanding balance.

2. Date Changes

- We will accommodate date changes where possible, subject to availability.
- If the new date is unavailable, the cancellation policy above will apply.

3. Business Cancellations

We may cancel in rare circumstances such as:

- Serious safety concerns
- Severe weather preventing delivery
- Illness or emergency
- Unforeseen business disruptions

If we cancel:

- You will receive a full refund, including booking fee.
- We are not liable for additional external costs (venue, suppliers, etc.).

4. Damaged or Lost Items

Replacement fees will be charged for:

- Broken or missing items
- Water damage
- Unauthorised alterations
- Stains or heavy wear beyond normal use

Fees vary by item and will be discussed upon booking.

5. Refund Processing

Refunds will be issued within 10 working days to the original payment method.