

Have you got questions?

Are you looking to hire some items then you may find the answers here. After reading this, If you still have questions and you can't find the answer you are looking for please contact us. No question is a silly question!

What if there's something you would like to hire but you can't see it?

Just ask, you never know what the latest additions to our collection may be, and if we don't have it, we may have contacts for people who do. We will help where we can.

How do I hire items from The Lodge?

We don't have an online brochure (as such) we like you to view everything in person so please pop to our shop Tuesday – Saturdays 12 – 9pm or Sunday 12 – 4pm.

Do I need to pay a booking deposit?

Yes, a £20 deposit is required when a booking is made to secure your item/s which is non-refundable.

Booking Fees must be paid within 48 hours of placing your order, after that we will not hold items for you.

The balance of the complete hire charge is due 14 days prior to the goods being collected. If goods/items are required within 14 days of placing your order full payment will be required at the time of booking. Payments can be made by card or cash.

Do you deliver to our venue?

We work on a collection basis only; **we do not deliver or set up**. Collection and return are from The Lodge Shop, North Tuddenham, Dereham, Norfolk NR20 3DJ.

When can I collect my items?

Collection is the day before your function date by pre-arranged appointment, between the hours of 10.30am and 9pm (unless agreed otherwise) and return is likewise.

For events over a weekend, the return dates will be confirmed with you on collection.

We will try to accommodate your needs as best as we can. If the duration needs to be extended this can be discussed when booking.

Damage deposit

There is a damage deposit of 50% on orders of £20 or over payable on collection. If your order is less than £20 the damage deposit will be £10. The deposit payment method preferred is cash. On return, the items will be checked, any damage or loss will be deducted from your damage deposit. Should the damage deposit not cover loss/damage costs you will be asked to pay the extra amount.

On collection of items, you will sign a collection note to say you have read & agreed to our terms and conditions and you are happy with the state of the items before you take them away.

During the hire period, breakages or loss of **any** item is the full responsibility of the hirer until received back and checked by The Lodge; hirers will be notified within 72 hours of recorded loss or damage and corresponding charges if there is no time to check at time of return.

How long is everything ours?

A hire period is typically 72 hours. For a Saturday wedding or event, hire would typically commence on Friday and end on Sunday. We are more than happy to arrange a longer / shorter

hire period with earlier / later collections where we can. In busier periods, it's not always possible to do so.

When we have agreed on the items you wish to hire we will do an official booking form/ contract which we send to your email address (we do not share this collected information with any 3rd parties.)

Can I view item/s before hiring?

Yes, our shop is open 6 days a week and acts as a showroom for our items, as we are a small friendly business operating from The shop at The Lodge.

Do you offer a styling/set up service?

No, sorry, with running the pub we do not have the manpower to deliver or set up items at your venue. Our hire items are on a collection/return basis by the hirer.

Cancellation Charges

If you must cancel you should notify us as soon as possible. Confirmation of your intention to cancel must be sent by e-mail so it can be retained for your records. If the full balance has been paid at the time of cancellation, we will retain the initial £20 non-refundable deposit, and the remaining amount will be paid back in full.

Can I amend my order at a later date once I have made my booking?

Additions to orders can be made up to 1 days prior to collection, subject to item availability. Requests for additional items added to the order once the final balance is paid will be accommodated where possible, but it cannot be guaranteed that they will be available. Payment for these items is due upon collection.

When do you need final payment?

The remaining balance is payable no later than 14 days prior to the date of hire. We cannot allow collection without full payment.

What methods of payment do you accept?

Cash, credit and debit cards

Contact 01362 638466
Email bookings@thelodge-tuddenham.co.uk