

We are the first business in our industry to offer our customers a real-time on-line booking and payment service which we hope will be easy to use, flexible and save you time. This facility is offered in good faith and with the best of intentions to improve the way in which our industry operates. For you to make an order with us via our website, you need to accept our full Website Booking Terms and Conditions of Hire prior to payment.

1. Introduction & Interpretation

1.1 In these Conditions:

You, Your: means the individual, firm, body corporate or other body who hires the Equipment or whose order for the Equipment is accepted by us.

We, Us, Our or Ours: LOOS FOR DOs Ltd.

Business: means either a body corporate, firm or a natural person acting for the purposes that are within their business trade or profession.

Charges: the fee(s) payable by You under the Contract for Our provision of the Equipment and Services.

Conditions: means the Conditions of Hire and Contract Terms together with the Schedules set out in this document and includes any special conditions agreed in Writing between You and Us in the Contract, or as amended by Us in accordance with the provisions of Condition 2.6 in the PSE Conditions of Hire from time to time (and "Condition" shall be interpreted accordingly).

Consumer: means a natural person who, in entering into the Contract, is acting for purposes that are outside their business, trade or profession.

Contract: means the Contract for the Hire of the Equipment, and/or supply of Services in accordance with these Conditions and the Contract Terms Sheet.

Equipment: means the equipment which We supply on hire in accordance with these Conditions.

Hire Period: the length of time that We shall hire the Equipment to You as set out in the Contract.

Services: means the installation, emptying and/or servicing of the Equipment at such intervals as may be agreed in the Contract, including those services specified in Schedules 1 and 2 attached to these Conditions.

Writing: includes facsimile, electronic transmission and comparable means of communication.

- 1.2 These Terms and Conditions apply when Equipment is hired or purchased through Our website.
- 1.3 These Terms and Conditions are in addition to, and do not replace the PSE Conditions of Hire, available on request and by visiting www.loos.co.uk.
- 1.4 Any clauses or sub clauses marked with (*) do not apply to consumers.

2. Placing an Order through Our Website

- 2.1 We do not accept orders from Customers based outside the UK.
- 2.2 We cannot accept orders through Our website if the Hire Period for the Equipment is within the next 3 days. In this instance, bookings can be made by calling or emailing us.
- 2.3 By placing an order through Our website, You warrant that You are legally capable of entering into binding contracts and that You are at least 18 years old.
- 2.4 We are currently unable to accept orders on Our website for Hire Periods of more than 1 day's duration or for Long-Term site loo requirements. These bookings must be made by emailing or calling Us.
- 2.5 All orders include VAT.
- 2.6 After placing an order, You may receive an email from Our website and Paypal acknowledging that We have received Your order and that payment has been taken. Please note that this does not mean that the order has been accepted. Your order constitutes an offer to Us to buy/hire Our Equipment (as the case may be). All orders are subject to acceptance by Us, and We will, if We accept the order, confirm such acceptance by sending You an email that confirms that the Equipment has been reserved for the event date You have specified in Your booking (an Order Confirmation). The Contract between Us and You will only be formed when We send You the Order Confirmation.

- 2.7 The Contract will relate only to that Equipment We have confirmed in the Order Confirmation. We will not be obliged to supply any other Equipment or Services which may have been subsequently ordered until the separate Order Confirmation has been sent to You.

3. Consumer Rights & Cancellations for Website Bookings

- 3.1 If You are entering a contract with Us as a consumer, You may have a right to cancel a Contract within the seven working days cooling off period - in accordance with Our Cancellation policy (as set out in the PSE Conditions of Hire).
- 3.2 To cancel a Contract under clause 3.1, You must inform Us in writing as soon as practically possible by emailing Us at info@loos.co.uk.
- 3.3 If You request to cancel Your Contract with Us within the cooling-off period (see clause 3.1 above) and your Equipment has not yet been delivered, We will process the refund due to You as soon as possible and, in any case, within 30 days of the day on which You gave Us notice of cancellation. Please refer to the PSE Conditions of Hire for Our full Cancellation policy in all other instances.
- 3.4 We will usually refund any money received from You using the same method originally used by You when You made Your booking on Our website.
- 3.5 More information about Our Cancellation Policy is set out in Section 6 of the PSE Conditions of Hire.

4. Prices and Payments

- 4.1 Our Website contains a wide range of Equipment and it is always possible that, despite Our best intentions, some of the Equipment listed on our Website may be incorrectly priced. We will normally verify prices as part of Your Order Confirmation so that, where the correct price is less than the stated price on Our Website, We will charge the lower amount to You. If the correct price is higher than the price stated on Our website, then We will normally, at Our discretion, either contact You for instructions before finalising the Order, or reject Your order and notify You that We are rejecting it.
- 4.2 If the pricing error is obvious and unmistakable and could have reasonably recognised by You as an error during the online booking process, We do not have to provide the Equipment to You at the incorrect (lower) price.
- 4.3 Payment for all Goods must be made using the PayPal gateway. We accept payment with PayPal Express as well as all major debit and credit cards excluding American Express and Diners Club.
- 4.4 We do not store credit card details or share any customer details with any third parties.
- 4.5 For the avoidance of doubt, no credit facility is available in respect of orders through Our Website (even if We have previously agreed with You a credit facility in respect of Equipment ordered or hired otherwise than through Our Website).
- 4.6 You are required to pay 100% of the Order Total on Your booking when making payments via Our Website.

5. Written Communications

- 5.1 Applicable laws require that some of the information or communications We send You should be in writing. When using Our Website, You accept that communication with Us will be mainly electronic via email. For contractual purposes, You agree to this electronic means of communication and You acknowledge that all contracts, notices, information and other communications that We provide to You electronically comply with any legal requirement that such communications be in writing. This condition does not affect Your statutory rights.