



The Costume Hive

Costume Hire Terms & Conditions

By hiring costumes from The Costume Hive, you agree to the following terms and conditions. These are designed to ensure a smooth and fair experience for everyone involved.

1. Booking & Payment

- Costumes can be reserved via our website by adding items to your cart and completing the checkout process.
- Full payment for hire is required at checkout to confirm your booking.
- A separate invoice for shipping will be sent once your order is processed. Costumes will be dispatched only after the shipping invoice is paid in full.

2. Hire Period

- Standard hire period is **4 weeks**, unless otherwise arranged in writing.
- Extensions may be available upon request and must be confirmed before the original return date. Additional fees may apply.

3. Shipping & Returns

- All costumes will be shipped via tracked postage.
- Customers are responsible for return shipping and must use a tracked service.
- Costumes must be posted back within **2 business days** after your event/performance unless an alternative arrangement is made.

4. Cleaning

- **No cleaning required!** Kathrynne will handle all costume cleaning upon return. Please do not attempt to wash or dry clean the items yourself, as this may cause damage.

5. Care & Responsibility

- Costumes must be treated with care and respect.

- All items must be returned in the same condition they were received, excluding normal wear from performance use.

6. Damage, Loss & Replacement Fees

You are responsible for costumes while they are in your care.

The following charges may apply if items are not returned in good condition:

Issue	Fee
Minor repairs (e.g. loose stitching, missing buttons)	\$10–\$25 per item
Significant damage (e.g. tears, stains, alterations)	Up to full replacement cost
Lost or unreturned item	Full replacement cost
Permanent marker, paint, glitter damage, or DIY alterations	Full replacement cost

Replacement cost is determined based on the original purchase value and current market availability.

7. Cancellations & Refunds

- Cancellations made **more than 14 days** before dispatch are eligible for a full refund (minus any admin fees).
- Cancellations made **within 14 days** of dispatch are non-refundable.
- No refunds are available for early returns or unused costumes.

8. Costume Availability

While we do our best to keep inventory accurate, all rentals are subject to availability. If an item becomes unavailable after booking, we will contact you immediately and offer an alternative or full refund.

9. Agreement

By placing a hire order with The Costume Hive, you acknowledge and agree to abide by these terms and conditions.