

Costume hire policy.

Policy:	Costume Hire
Organisation:	New Plymouth Operatic Society
Last Update:	March 2022
Review Date:	March 2021

Background

New Plymouth Operatic operates a costume hire service for all members and the general public.

Application

This policy applies to all NPOS members, Board members, Heads of Department, Independent Contractors, interested parties and participating volunteers and the general public hiring costumes from New Plymouth Operatic.

Purpose

The purpose of this policy is to:

- provide guidance and requirements hiring costumes from New Plymouth Operatic Society
- set out the accountabilities and responsibilities of NPOS members, volunteers and contractors and the general public in relation to the hireage of costumes from New Plymouth Operatic

Hiring

- Prices incl.GST and are based on a 2 day hire (or Thursday-Monday).
- Each additional week hire (or part thereof) \$10-\$30/week/costume. Subject to availability and demand.)
- Bond required. Bonds are \$40 per costume (depending upon the costume (Please note that a few special costumes or large orders attract a higher extra time hire rate and higher cash bond.)
- We accept cash and Eftpos for hires and bonds. We do not accept Credit Cards (incl Visa, Mastercard AMEX or Diners Club card).
- New Plymouth Operatic financial members receive a 50% discount on hired costumes, provided they are a financial member of NPOS in the calendar year for which the hire is being undertaken

Costume hire hours of operation

New Plymouth Operatic Costume hire is open the following hours:

- Monday CLOSED
- Tuesday 11am-2pm
- Wednesday 11am-2pm
- Thursday 11am-2pm and 4pm – 7pm
- Friday 11am-2pm
- Saturday 11am-2pm
- Sunday CLOSED
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Costumes may only be hired and returned during these hours.

General Hire Conditions

It is assumed that customers have read, understood and agreed to the listed conditions of hire on booking a costume or costumes.

- YOU MUST BE 18 years OR OVER TO HIRE A COSTUME.
- All costumes remain the property of New Plymouth Operatic Society Inc.
- The named hirer has the sole responsibility for the costume until the costume is returned to New Plymouth Operatic Society Inc.
- Customers wear NPOS boots & shoes at their own risk and are hired in as seen condition.
- Customers must not wash costumes or tumble dry any wet item.
- Customers must not attach sticky labels or badges to any part of the costume.
- Customers must not apply glue to any costume that is hired.
- Customer will be responsible for the cost of any special cleaning required as a result of any stain or damaging mark caused to the costume.
- If customer does not return the costume on the required date then customer will be responsible to pay a late charge of \$10.00 per day per costume until such time as the costume is returned
- Part or all of the bond will be forfeit the cost or replacement charged if;
 - A costume is returned beyond reasonable repair
 - The costume is returned needing specialised cleaning
 - The costume is returned with permanent damage, IE. cigarette burns
 - The costume is returned with one or more items missing
 - Any modifications have been carried out on the costume
 - The costume is returned with blood (or other body fluids)
 - The costume is not returned for whatever reason
- If the costume is returned damaged or incomplete, customer agrees to pay the cost of repair or replacement of the costume as is necessary. This payment after deduction of any amount held as security must be made within seven days of receiving the invoice for the repair or replacement. It is agreed that the invoice has been received if it is sent by ordinary post to the address on the hire form. If the payment is not made within seven days, then the customer agrees to pay interest at the rate of 12% per annum until the payment is received.
- All customers agrees that any special cleaning costs, any late charge and/or the replacement cost of the costume can be charge to customer's credit card or deducted from the security deposit.
- All customers acknowledges that if the costume is not returned then the customer can be reported to the Police and prosecuted for theft of the costume.
- The customer indemnifies New Plymouth Operatic in respect of any injury or legal expense arising out of any accident which may be caused by use of the costumes whilst in the customer's custody.

NPOS shows

- From time to time costumes from the NPOS costume hire stock may be used in NPOS productions.
- NPOS productions use of costumes is to receive priority over availability of costumes in the costume hire shop

Complaints

- Complaints about any aspects of the hireage of costumes should, in the first instance, be addressed formally to New Plymouth Operatic in writing to npos@xtra.co.nz, and not to any individual of the costume hire team or board.
- NPOS undertakes to treat all complains confidentially and with respect.
- An acknowledgement of receipt will be made to the complainant immediately on receipt of the complaint
- NPOS endeavors to investigate any complaints objectively and in a timely manner, and reply formally in writing and confidentially to the complainant within 2 weeks of the complaint being received.

Who should read this policy

The following persons or groups must read and understand this policy in order to effectively discharge their duties to NPOS:

- all members and Board members of the NPOS
- all volunteers associated with the NPOS and its productions
- NPOS Administrator
- NPOS Costume Hire Manager
- NPOS Building Manager
- NPOS Treasurer
- Production Managers for NPOS shows
- All members of the general public who are hirers and intending hirers

Appendix 1

FREQUENTLY ASKED QUESTIONS

Where are you located?

We are at 76 King Street, New Plymouth. You enter up the ramp on the car park side of the NPOS Building.

What hours are you open?

Our costume hire is open year round on Tuesday – Saturday from 11am to 2pm, with a late night on a Thursday from 4pm-7pm.

We are closed on Sundays, Mondays and Public Holidays. We have our annual shutdown over New Year and the first 2 weeks of January.

Can I come in at different hours?

Unfortunately, we do not open other hours or for one off visits. Across the week hopefully there is a day and time in our opening hours that will suit most people

Can I order my costume online?

No, we do not hire items online. Customers need to come into our premises during opening hours to select and hire costumes.

Do you have off-street customer parking?

Yes, we have 3 off-street parks at 76 King Street – Car parks 1 – 3 – available for costume hire customers to park in. These parks are P60.

What sorts of costumes do you have?

Our costumes cover all periods from the Romans to the 1950s and the modern day. We have a wide range of accessories to complete your outfit.

Who do you hire costumes to?

Basically anyone who wants a quality outfit at a reasonable price. We hire to private individuals, corporate organisations, amateur and professional dramatic and operatic societies, charity groups, educational and community organisations, etc.

What are the costumes suitable for?

Parties, productions, balls, historical events, weddings, etc.

What does a 'costume' comprise?

A 'costume' is everything needed for one outfit, so it can include dress / suit, plus accessories to complete the outfit, including petticoats, shoes, jewelry, hats, etc.

Do you hire out single items?

Yes, we offer this service, and items are priced separately. Please ring or e-mail for further information.

Do you hire out military uniforms?

Yes, we have military uniforms from a range of periods.

Do you have costumes for children?

Yes, we have a range of costumes available for children.

Do you hire wigs?

Yes, we have a range of wigs that can be hired as part of your costumes.

Do you make costumes for sale / bespoke costumes?

No, we do not offer this service, although we can supply details of freelance makers.

What if I don't know what I want?

Our experienced team of volunteers can offer ideas and advice for suitable costumes for every occasion.

Do you provide discounts for Schools?

Generally we do not provide discounts on our base costume hire fees. However, if a School is producing a show/production, and seeks to hire a number of costumes from us for that show, they can submit a request in writing to npos@xtra.co.nz with details of their show and dates and apply for special school production discount rates.

How long is the hire period?

Costumes are usually hired Thursday – Tuesday but can be longer by arrangement.

What are your hire charges?

The cost of your hire will depend on what you hire, but generally the hire of a full costume would be approximately \$30 - \$50 (incl GST) for a complete outfit for private individuals (depending on what you choose to hire).

We have special rates for business, educational, charity and amateur dramatic groups. Please ring or email for further information.

What if I am using the costume for more than one event?

If you are hiring a costume and it will be used for more than one event in the hire period, an additional charge will apply

Do you charge a bond?

Yes, we charge a \$40 bond to all customers on all costume hires.

When the costume is returned, we will check all items have been returned and that there is no damage to the items. If all items are returned on time and in good condition, customer receive a refund of their full \$40 at the time of return. Bonds are returned via refund to the card you paid for your hire with,

When do I pay?

The hire fee for your costumes and the bond must be paid for in full at the time of selection/pick up/hire.

How can I pay cash?

We accept cash payments, along with Eftpos.

We do not accept Cheques or Credit Cards (Visa, Mastercard, AMEX or Diners Card).

Can I pay on account?

Large organisations frequently find it useful to become account customers. Please contact the Costume Hire department for details. Account customers are invoiced directly.

Without being an approved account holder, all hires are undertaken on a 'cash and carry' basis.

What if I don't return the costume on time?

A further charge will be made if the costume is not returned on the date stated on the Hire Agreement form.

What if I need to cancel my order?

If you have booked a costume and no longer need it, please let us know as soon as possible if you need to cancel an order.

Who is responsible for insuring the costumes, and what happens if a costume is damaged or lost?

Once the costumes leave our premises, they become the responsibility of the hirer. Please let us know if costumes are damaged when they are returned to us, so that we can repair them before they are replaced in to our stock. If a cost is incurred, then this amount will be deducted from the deposit taken at the time of hire.

Do you arrange transport/delivery for the costumes?

No, we do not offer this service. It is the customer's responsibility to collect and return the costumes.

Can I alter an outfit?

No, this is not allowed. If any change is needed, we can sometimes do this 'in-house', but customers should not alter hems, take costumes in, let seams out, etc. All alterations will be treated as damage and charged for accordingly.