

Allied Water Storage

Terms and Conditions of Hire

Effective Date: 17/06/2025

These Terms and Conditions ("Agreement") govern the rental and use of water storage bladders and related services provided by **Allied Water Storage**; a South African company duly registered in accordance with the laws of the Republic of South Africa. By engaging our services, the Customer (being an individual, company, or other legal entity) agrees to be bound by the following:

1. DEFINITIONS

- **"Company"** means Allied Water Storage
 - **"Customer"** means the person or entity hiring the water storage bladder.
 - **"Bladder"** refers to the water storage unit hired to the Customer.
 - **"Premises"** means the physical location at which the bladder is to be installed and used.
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2. RISK AND LIABILITY

2.1. All bladders are installed at the Customer's sole risk. Once installation is completed, the Customer assumes full responsibility for the bladder, including but not limited to its protection from damage or misuse.

2.2. The Customer will be held liable for:

- Any damage to the bladder during the hire period.
- The full cost of repairs or replacement.
- Hire fees accrued for the duration of use.

2.3. Allied Water Storage shall not be held liable for:

- Any damages or losses resulting from the draining of pools, ponds, tanks or similar structures.
 - Any structural failure that may arise due to such draining.
 - Any property damage, including damage to paving, grass (real or artificial), tiles, foundations, decking, or other surfaces.
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3. SITE REQUIREMENTS

3.1. It is the Customer's responsibility to ensure the installation site is suitable, level, and clear of hazards including but not limited to:

- Dog faeces.

- Stones, rubble, or sharp debris.
- Unsafe terrain or obstructions.

3.2. Should the Company deem the area unfit for installation, the Company reserves the right to refuse service. A call-out fee of **R650** will be charged, payable immediately.

4. HEALTH AND SAFETY

- 4.1. The Customer must ensure that children and pets are kept away from the bladders at all times.
- 4.2. The Company will not be liable for injury or damage resulting from failure to comply with these safety measures.
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5. PERFORMANCE DISCLAIMER

- 5.1. While all reasonable steps are taken to preserve the stored water, **no guarantee** is given due to varying site conditions (e.g. uneven surfaces, soil absorption).
- 5.2. Any loss of water during storage shall not be the responsibility of the Company.
- 5.3. The final portion of water in a pool or tank may not be pumpable; removal of such residual water remains the Customer's responsibility.
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6. PAYMENT TERMS

- 6.1. Full payment as per the quotation is required **prior to commencement of services**.
- 6.2. In the absence of a prior site inspection, the Company will communicate any volume discrepancies and associated cost adjustments. Additional payment must be made before further services are rendered.
- 6.3. In the event of an extension to the storage period, notice must be given to the Company, and any additional charges will be communicated and must be paid before the removal of the bladders.
- 6.4 Service requested for weekends or public holidays may incur an additional call-out charge. Customers will be notified of this surcharge when scheduling.
- 6.5. No bladder will be removed from the premises unless payment has been received in full.
- 6.6. In the event of a payment default, the Customer shall be liable for all legal fees and recovery costs incurred by the Company.
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7. BOOKINGS AND CANCELLATIONS

- 7.1. Bladder hire operates on a **first-come, first-served basis**. Only payment in full secures the booking.
- 7.2 We try our utmost to accommodate specific setup or breakdown times requested by Customers. However, due to the nature of our operations, timing cannot be guaranteed, and the Company shall not be held liable for delays. As a general practice, bladders are filled in the morning and emptied in the afternoon. New setups or

emptying procedures typically do not commence within two hours of close of business unless special arrangements are made in advance.

7.3. Cancellation Policy:

- **48+ hours' notice** before the start date: full refund.
- **24 to 48 hours' notice:** 50% of the invoiced amount will be deducted.
- **Less than 24 hours' notice:** 75% of the invoiced amount will be deducted.
- **No notice:** the full amount will be charged with no refund.

Refunds will be processed via the same method used for the original payment.

8. GENERAL

8.1. The Customer confirms that they have read and understood the required bladder footprints and that:

- Slight ground gradients are acceptable but must be declared in advance.
- Failure to provide adequate space or a suitable surface may result in incomplete bladder capacity.

8.2. The Company shall not be liable for any indirect, incidental, or consequential damages of any kind.

8.3. These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

8.4. No relaxation or indulgence granted by the Company shall be deemed a waiver of any rights.

9. CONTACT DETAILS

Allied Water Storage

161 Voortrekker Road, Maitland, 7405

Tel: 021 511 3926

Email: info@waterstoragebladders.co.za

Website: www.waterstoragebladders.co.za

Name: _____

Date: _____

Signed: _____