

Yuboo

Styled sleepovers for little dreamers

Terms & Conditions of Hire

Auckland, New Zealand | yuboo.co.nz

Version 1.0 | Effective 15 October 2026

By ticking “I accept the Terms and Conditions” during the online booking process, and/or by paying the deposit, you confirm that you have read, understood, and agree to be bound by these Terms as they stand at the date of your booking.

Yuboo is operated by Rachael Brown, a sole trader.

1. Bookings and payment

- A booking is confirmed only once the deposit has been received.
- The deposit is \$100 per booking, payable at the time of booking.
- The base package price is \$280, which includes 4 beds, linens, and one themed teepee set-up. Each additional bed is charged at \$40.
- The full kit may be hired for an additional consecutive night for a further \$100 per night, subject to availability of your theme and bed capacity for that additional date. Extra nights must be requested and confirmed before your Event Date.
- The balance (total price less the deposit already paid) becomes due 7 days before the Event Date. We will send you a secure payment link by email ahead of this date, and you are responsible for completing payment via that link before it falls due.
- If payment is not received by the due date, we will attempt to contact you to arrange payment. If payment is not received within a reasonable period, clause 2 (Cancellations, refunds and rescheduling) applies as though you had cancelled.
- All prices shown are GST inclusive.

2. Cancellations, refunds and rescheduling

- The \$100 deposit is non-refundable in all circumstances once a booking is confirmed, including change of mind, illness, or weather.
- If you cancel more than 7 days before the Event Date (i.e. before the balance has been charged), you forfeit the deposit only and no further amount is owed.
- If you cancel within 7 days of the Event Date, or after the balance has already been charged, the balance is non-refundable.
- One complimentary reschedule is available if requested more than 14 days before the Event Date, subject to availability of your chosen theme and bed capacity on the new date. Requests to reschedule within 14 days of the Event Date will be treated as a cancellation and a new booking.
- If Yuboo needs to cancel your booking (for example, due to illness, equipment failure, or a genuine safety concern), you will be offered your choice of a full refund of all amounts paid, or a reschedule at no additional charge.

3. Delivery, set-up and pack-down

- We will deliver, style, and pack down your booking at the drop-off and pack-down times agreed at the time of booking.
- You must ensure we have safe, reasonable access to the property at the agreed times. Please let us know in advance of any access requirements (stairs, parking, building entry, etc.) via the booking notes.
- If access for scheduled pack-down cannot be provided at the agreed time and this has not been pre-arranged, a late-access fee of \$280 applies, as we schedule other bookings around your pack-down time.
- If you would like to keep the equipment for a further period (for example, an additional 24 hours), this must be agreed with us in advance and before the balance is charged 7 days before the Event Date — see clause 1 for additional night pricing.
- Where late access causes us to lose or be unable to fulfil another confirmed booking, you will be charged the full value of that lost booking, plus \$150 to cover our administration costs in managing the affected booking (contacting and rebooking the other client), in addition to the late-access fee.
- You are responsible for ensuring the set-up area is clear, dry, and reasonably suitable for the equipment before we arrive.

4. Use of the equipment during hire

- No naked flames, candles, or other heat sources near the teepees or soft furnishings at any time.
- No food or drink directly on the linens or soft furnishings unless using the trays or mats provided.
- The hire environment must be smoke-free.
- Pets should be kept away from the set-up for hygiene and safety reasons.
- You are responsible for supervising all children for the full duration of the hire. Yuboo does not provide childcare or overnight supervision — our role is limited to delivering, styling, and packing down the equipment.

5. Health, safety and assumption of risk

Yuboo recommends this service for children aged 4 years and over, as small decorative components may present a choking hazard for younger children.

- Some decorative items include small components that may not be suitable for very young children. Supervising adults are responsible for keeping such items away from children as appropriate to their age.
- Please tell us about any known allergies or sensitivities (for example, to laundry products, feathers, or latex) in the booking notes so we can take reasonable precautions. We cannot guarantee a completely allergen-free environment.
- Overnight supervision of all children in attendance remains your responsibility, or that of the supervising adult(s) you have arranged, at all times.

6. Liability

Nothing in these Terms excludes, restricts, or modifies any guarantee, right, or remedy under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986 that cannot lawfully be excluded.

Subject to that, and to the maximum extent permitted by law:

- Yuboo's total liability arising from or in connection with a booking is limited to the total fees paid for that booking.
- Yuboo is not liable for injury, loss, or damage arising from misuse of the equipment, failure to supervise children, pre-existing conditions of your property, or events outside our reasonable control.
- Yuboo is not liable for any indirect or consequential loss.

7. Damage, loss and cleaning

You are responsible for taking reasonable care of all hired equipment while it is in your possession.

- Fees apply for damage beyond fair wear and tear, staining that requires specialist cleaning, or items that are lost or not returned at pack-down, charged at reasonable replacement or professional cleaning cost (see Schedule A).
- Where linen or soft furnishings are stained by food or drink but can be professionally cleaned, the cleaning fee listed in Schedule A applies. Where the stain cannot be removed or the item is damaged beyond repair, the full replacement fee applies instead.
- Where a damage or loss fee applies, we will notify you within 48 hours of pack-down, with photos where practicable, and send you a secure payment link for the relevant amount.

8. Theme and availability

Each themed décor set is limited to one booking per night, and bed capacity is limited across all concurrent bookings. Your booking confirmation email confirms that both your chosen theme and the required number of beds were available for your Event Date at the time of booking.

- Where you hire the kit for an additional night under clause 1, the same theme and bed availability rules apply to that additional date.

9. Photos and marketing

Where you have given photo consent as part of your booking, Yuboo may photograph the set-up for use in marketing, including on social media and the Yuboo website. Unless you separately agree otherwise, we will not include children's faces in any marketing image. You may withdraw this consent at any time by contacting us.

10. Privacy

We collect personal information (such as your name, contact details, address, and event details) only to deliver and manage your booking, in accordance with the Privacy Act 2020. Payment details are processed securely by Stripe; Yuboo does not store your full card number.

11. Force majeure

Neither party is liable for delay or failure to perform these Terms due to circumstances reasonably beyond its control, including severe weather, natural disaster, illness, or government restrictions. Where such an event affects your Event Date, clause 2 (Cancellations, refunds and rescheduling) applies.

12. General

- These Terms are governed by the laws of New Zealand.
- If a dispute arises, both parties will first try to resolve it directly. Claims within the relevant monetary threshold may be referred to the Disputes Tribunal.
- These Terms, together with your booking confirmation, form the entire agreement between us for your booking.
- We may update these Terms from time to time. The version in force at the date of your booking applies to that booking.

13. Acceptance

By ticking "I accept the Terms and Conditions" during the online booking process, and/or by paying the deposit, you confirm that you have read, understood, and agree to be bound by these Terms as they stood on the date of your booking. A timestamped record of your acceptance, and the version of these Terms you accepted, is retained against your booking.

Schedule A: Damage, loss and replacement fee guide

Where an item is stained (for example, by food or drink) but can be professionally cleaned, the cleaning fee below applies. Where it is lost, not returned at pack-down, or damaged beyond cleaning or fair wear and tear — including where it is taken home by a child at the event — the full replacement fee applies instead.

Item	Cleaning fee	Replacement fee
Inflatable bed	\$15	\$20
Fitted sheet	\$15	\$25
Duvet cover	\$15	\$45
Duvet inner	\$20	\$60
Standing pillow	\$15	\$35
Throw pillow	\$15	\$40
Large plush toy / Labubu	\$50	\$80
Medium plush toy	\$20	\$50
Small plush toy	\$15	\$35
Teepee (frame and cover)	\$20	\$100
Bunting	\$15	\$50
Flower décor (per piece)	\$15	\$60
Any other hired item not listed above	\$15	[\$20 or full replacement cost]
Late access for scheduled pack-down (clause 3)	\$280 (may increase — see clause 3)	

This fee guide is provided as the agreed replacement cost for each item and does not limit Yuboo's right to recover a greater amount where the actual cost of repair or replacement exceeds these figures.