Advice for Communicating with Hirers

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**The templates in this document are provided as a guideline to the sort of information it may be helpful to provide potential hirers with through their booking and hire journey with you.**

1. **Email sent in response to a booking enquiry (2 versions depending on date availability)**
2. **Email sent when the booking is confirmed (often when payment is made or the required information has been provided). We recommend that you always get a contact number and ideally an address for all hirers.**
3. **Email sent following the successful return of the party kit including a request to review.**

**1. BOOKING ENQUIRY RECEIVED**

**VERSION A: An enquiry for a booking has been received and the requested date is available:**

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| --- |
| Dear <<name>>  Thank you for your interest in booking our party kit.  Yes, the party kit is available for your party on <<DATE>>.  The cost of hiring a party kit for <NUMBER> will be <£X>.  This includes <details of any additional equipment>.  I do ask for a returnable deposit of <£X>  To confirm your booking please send me the following information and make payment:   * Home address * Contact number   Please make payment of £X (including refundable deposit of £X) by one of the following methods:   * Bank Transfer <a/c details> * PayPal <paypal link>   The deposit will be refunded once the party kit has been checked after its return.  The party kit is available for collection/delivery from <DATE> and should be returned by <DATE>. <INSERT details for delivery such as postcodes covered (if relevant) OR details for arranging collection including an idea of the collection location, ideally postcode>  <delete following as appropriate>  The kit should be returned washed and dried.  The kit can be returned dirty - washing up is included in the cost of the hire.  The kit can be returned dirty for an additional fee of £X.  Thanks for getting in touch  <Name>  <Party Kit Name>  <Contact information> |

*>> Also send booking Terms & Conditions at this point, if using them.*

*>> You should include a link to a privacy policy as you are collecting personal data from the hirer. The main points are that you don’t share data with any third parties (including the Party Kit Network) and that they can request for their data to be removed from your system at any time.*

**VERSION B: An enquiry for a booking has been received but the date is NOT available:**

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| Dear <<name>>  Thank you for your interest in booking our reusable party kit for your party on <DATE>.  Unfortunately our kit is not available on the requested date.  The closest alternative party kit is <<LINK>>  or please take a look at [https://www.partykitnetwork.uk/find](https://www.partykitnetwork.uk/find-a-reusable-party-kit-near-you)  Sorry we were unable to help you on this occasion. We hope you have a lovely party.  Thanks so much for getting in touch.  <Name>  <Party Kit Name>  <Contact information> |

**2. Sent to potential hirer prior to collection / delivery....**

|  |
| --- |
| Dear <name>  Your booking has now been confirmed for:  Date:  Pack size:  Extras:  Collection address and any helpful directions  Contact telephone number  Confirmation of how the kit should be returned, including it is should be washed and dried or can be returned dirty.  Any additional services or offers - for example the 10% Plastic Free Party Bags discount.  10% Discount Code: partykitnetwork  [https://plasticfreepartybags.com/](https://plasticfreepartybags.com/?fbclid=IwAR3dmpHDgFMo-fZFxser-ufPpOAvHXYamEQruCFdjoPO04hieWYmzQG2da8)  Thank you for your booking  <Name>  <Party Kit Name>  <Contact information> |

*>> Also send booking Terms & Conditions at this point, if using them.*

*>> You should include a link to a privacy policy as you are collecting personal data from the hirer.*

**3. Sent post-party**

|  |
| --- |
| Dear <name>  Thank you for hiring our party kit - we hope you had a great party!  You saved XXX single-use items from landfill!  I have now refunded your deposit of <£x> via <payment method>.  Please let us know if there are any improvements which could be made to our service.  And we’d be grateful if you would consider leaving a review on our Facebook page - <<insert LINK to FB Page>>  Many thanks  <Name>  <Party Kit Name>  <Contact information> |