

# Costume Hire Frequently Asked Questions

## What are your opening hours?

We are open on Wednesday evenings at the Playhouse from 7pm to 9 pm and Fridays from 10.30am to 1pm.

## What are your contact details?

Our address is: Ilkley Playhouse, Weston Road, Ilkley, LS29 8DW

You can phone Sacha Denney-Rodwell on 07842846968

You can email us at [ilkleycostumes@hotmail.com](mailto:ilkleycostumes@hotmail.com)

Instagram: @ilkleycostumes

## What if I want to hire a costume?

### Can we visit you?

Yes, we encourage people to visit us not only to see our range of costumes, but also to receive advice and guidance on suitable outfits. Please ring or e-mail for an appointment or visit us during our opening hours.

## What sorts of costumes do you have?

Our costumes cover all periods . Most of our costumes are from our Playhouse theatre productions, so we have a range of Georgian, Victorian and Edwardian costumes up to 1970s and 1980s. We have also have a range of accessories to complete your outfit. We do not hire specific 'fancy dress' costumes.

## 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, theatrical productions and films, 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, jewellery, 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 some military uniforms from a range of periods, but not a large range.

## Do you have costumes for children?

No, we do not have many costumes for children. We do hire costumes to secondary schools and colleges.

**Do you hire wigs?**

No, we do not offer wig hire.

**What if I don't know what I want?**

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

**HIRING A COSTUME**

**How long is the hire period?**

The costume hire period covers the whole period of hire but we agree a return date with you.

**What are your hire charges?**

We charge £25.00 (including VAT) per costume for a complete outfit for private individuals. We have special rates for business, educational, charity and amateur dramatic groups. Please ring or e-mail for further information.

**When do I pay?**

Costumes must be paid for in full at the time of selection. Payment can be by cash, cheque or credit card/debit card.

**Can I pay on account?**

Please contact the Costume Hire department for details. Account customers are invoiced directly by the Playhouse's office.

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

A further charge could be made if the costume is not returned on the date stated on the Hire Agreement form. Returns can be made during opening hours or to the Playhouse office, weekdays, 10am to 3pm.

**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 or replacement required, then this amount will be charged to you.

**Do you arrange transport for the costumes?**

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

**Can I alter an outfit?**

If any change is needed, customers should not alter hems, take costumes in, let seams out, etc without consulting us. All alterations not rectified will be treated as damage and charged for accordingly.