

Frequently Asked Questions

Welcome to our FAQ page — here you'll find answers to the most common questions about hiring props from **PROPS 360**, Ireland's first non-profit, sustainable prop rental hub.

If you don't see your question answered here, please email us at infoprops360@gmail.com and we'll be happy to help.

Placing and Managing Orders

Can I place an order through the website?

No, we can't process orders directly through the website.

Please send all enquiries to infoprops360@gmail.com, and one of our team will assist you with availability and booking.

Can I order over the phone?

We recommend contacting us by **email only**. Our team shares one inbox, so it's the quickest and most reliable way to handle your enquiry.

Individual phone calls may not reach the right person or be answered during busy times.

Why is there sometimes a delay in getting a reply?

At peak times — especially **Tuesday and Thursday mornings** — we receive a high volume of emails and in-person visits.

We prioritise enquiries by **collection and return dates** and scheduled appointments.

Please avoid calling individual team members, as they may be assisting customers on-site.

We always aim to reply within a few hours, so thank you for your patience and understanding while we juggle our own work flow and the prop rental store!

Reservations and Hire Terms

Can I reserve props?

Yes, we can reserve props for up to **7–10 days**. You'll have **first refusal** on any items you enquire about, but please note:

- Props are only secured once a **purchase order** or **confirmed booking** is received.
- Clients must give 24 hours notice if wishing to cancel their order or they will incur a **50% 'administration fee' of the packed order** .

Can I hire something for a day?

Our **minimum hire period is one week**.

We don't offer one-day hires or refunds for early returns.

How long is a hire week?

A hire week allows up to **8 days** — for example, collect on **Tuesday at 8 a.m.** and return by **12 p.m. the following Tuesday**.

Is there a minimum hire charge?

Yes — the **minimum hire charge is €50 + VAT** per contract.

Returns and Condition of Items

What if the item I receive looks different from the photo online?

Please be aware that our online images may not always reflect the **current condition** of each item.

We update photos regularly and note any visible damage on the **delivery note** where possible. For peace of mind, we encourage you to **view items in person** before confirming your hire.

What happens if I return items late?

Late returns are charged as **extended hire** at the following weekly rates:

Week	Hire Rate (%)
1st Week	10%
2nd Week	17.5%
3rd Week	22.5%
4th Week	25%

5th Week	27.5%
6th Week	30%
7th Week	32.5%
8th Week	35%
9th Week	37.5%
10th–12th Week	40%

Opening Hours and Visits

When are you open?

We're open **four mornings a week**:

- **Tuesdays & Thursdays** – Holly is available to assist with collections and returns.
- **Mondays & Fridays** – 10:00 a.m. to 12:00 p.m. (subject to volunteer availability).

Closed on all Bank Holidays

We always do our best to accommodate production deadlines — please get in touch before visiting to confirm access.

Still Have Questions?

We're always happy to help.

Email infoprops360@gmail.com for all enquiries, and we'll get back to you as soon as possible.

Together, we're building a more sustainable future for Ireland's creative industry — one prop at a time.