

1. Definitions

- 1.1 "Company" refers to Revolution Audio.
- 1.2 "Customer" refers to the individual or organisation entering into a contract with the Company.
- 1.3 "Equipment" refers to all items supplied by the Company.
- 1.4 "Hire Period" refers to the agreed duration of equipment hire or service provision.
- 1.5 "Project Proposal" or "Production Proposal" refers to the written quotation issued by the Company outlining services, equipment, and costs.

2. Equipment Dry Hire

2.1 Quotations and Availability

- 2.1.1 The Company shall provide a written Hire Proposal detailing requested Equipment, availability, and associated costs, including delivery.
- 2.1.2 Delivery is provided free of charge within a ten (10) mile radius of the Company's warehouse in Yeovil, Somerset, subject to a minimum spend of £50 + VAT.
- 2.1.3 Delivery outside this radius shall be charged at the Company's published mileage rate as specified in the quotation.

2.2 Equipment Substitution

- 2.2.1 In the event of Equipment failure before or during the Hire Period, the Company shall use reasonable endeavours to provide a suitable alternative at no additional cost.
- 2.2.2 The Company does not guarantee the availability of replacement Equipment or that any replacement will be identical.

2.3 Ownership and Use

- 2.3.1 All Equipment remains the sole property of the Company.
- 2.3.2 The Customer shall not sub-hire or reassign Equipment without prior written consent.

2.4 Contract Formation

- 2.4.1 Confirmation of a Project by the Customer constitutes acceptance of these Terms and Conditions and forms a binding contract.

2.5 Cancellation

2.5.1 Cancellation charges shall apply as follows:

- Less than 7 days' notice: 100% payable
- 7–14 days' notice: 50% payable
- 15–28 days' notice: 25% payable

2.6 Payment Terms

- 2.6.1 Full payment must be received prior to commencement of the Hire Period.
- 2.6.2 Customers without a Credit Account must pay:
 - 25% deposit to secure booking
 - Remaining balance no later than 30 days prior to project start
- 2.6.3 Accepted payment methods: BACS transfer and credit/debit cards up to £2,000.
- 2.6.4 Credit Account terms will be specified within the quotation.

2.7 Delivery and Responsibility

2.7.1 A Delivery Note must be signed upon receipt of Equipment.

2.7.2 Upon signing, the Customer accepts full responsibility for Equipment until its return or collection.

2.7.3 The Customer is liable for all loss, theft, or damage during the Hire Period.

2.8 Insurance

2.8.1 Optional insurance cover is available at an additional 20% of the total hire charge.

2.8.2 Where insurance is in place, the Customer is liable only for the policy excess of £400.

2.9 Equipment Use and Repairs

2.9.1 Equipment must not be modified without prior written consent.

2.9.2 The Customer must notify the Company immediately of any faults before attempting repair.

2.9.3 The Company may provide technical support or dispatch personnel where appropriate.

2.10 Call-Out Charges

2.10.1 Emergency call-out services are available.

2.10.2 Where faults are caused by user error, charges apply:

- £150 + VAT call-out fee
- £50 + VAT per hour

2.11 Damage and Loss

2.11.1 The Customer shall bear all costs for repair or replacement of Equipment.

2.11.2 This includes (but is not limited to):

- Improper handling or setup
- Damage by third parties
- Weather-related damage
- Theft or transport damage
- Unauthorised modifications

2.12 Liability

2.12.1 The Company accepts no liability for injury or property damage arising during the Hire Period.

2.12.2 Equipment must be used competently and only for its intended purpose.

2.13 Cable Returns

2.13.1 Cables must be returned properly coiled and secured.

2.13.2 A charge of £2.00 + VAT per cable will apply for improper returns.

2.14 Sound Levels

2.14.1 Equipment may produce high sound pressure levels capable of causing hearing damage.

2.14.2 The Customer is responsible for implementing appropriate safety measures.

3. Event Production Services

3.1 Proposals and Pricing

3.1.1 A written Production Proposal will detail Equipment, services, and costs.

3.1.2 Prices are valid for fourteen (14) days from issue.

3.1.3 The Company reserves the right to revise pricing after this period.

3.2 Payment Terms

3.2.1 Customers without a Credit Account must pay:

- 25% deposit to secure booking
- Remaining balance no later than 14 days prior to event setup

3.2.2 Accepted payment methods: BACS transfer and credit/debit cards (up to £2,000).

3.2.3 Cheques are not accepted.

3.3 Contract Formation

3.3.1 Confirmation of the Project constitutes acceptance of these Terms and forms a binding contract.

3.4 Cancellation and Amendments

3.4.1 Charges apply as follows:

- Less than 7 days' notice: 100% payable
- 7–14 days' notice: 50% payable
- 15–28 days' notice: 25% payable

3.5 Event OVERRUNS

3.5.1 The Company reserves the right to charge for events exceeding the agreed end time by more than 30 minutes.

3.5.2 Additional costs may include staff overtime and accommodation where required.

3.6 Venue Requirements

3.6.1 The Customer is responsible for ensuring the Venue provides a safe and adequate power supply.

3.6.2 The Customer accepts liability for damage caused by power failures.

3.7 Equipment Substitution

3.7.1 The Company will endeavour to provide replacement Equipment in the event of failure, but no guarantee is given.

3.8 Force Majeure

3.8.1 The Company shall not be liable for failure to provide services due to circumstances beyond its control, including but not limited to:

- Extreme weather
- Acts of terrorism
- Civil unrest
- Government restrictions

3.9 Operational Control

3.9.1 The Company reserves the right to refuse operation of Equipment where misuse is likely.

3.9.2 The Company may suspend or terminate performances where safety is at risk.

3.10 Security

3.10.1 The Customer is responsible for overnight security of Equipment.

3.10.2 The Customer is liable for theft or loss.

3.11 Damage

3.11.1 The Customer is responsible for all repair or replacement costs arising from circumstances outside the Company's control.

3.12 Insurance and Compliance

3.12.1 The Company maintains £5,000,000 Public Liability Insurance.

3.12.2 All Equipment is subject to regular maintenance and PAT testing.

3.13 Sound Levels

3.13.1 Equipment may produce sound levels capable of causing hearing damage.

3.13.2 The Customer is responsible for implementing appropriate safety measures.

4. General

4.1 These Terms and Conditions apply to all agreements between the Company and the Customer.

4.2 The Company reserves the right to amend these Terms and Conditions at any time, with notice provided where applicable.