

## Frequently Asked Questions

We want the process of hiring equipment for your event to be as simple as possible, so we have collated our most frequently asked questions into this document. If you have a question not listed here, please don't hesitate to contact a member of the team.

### **I don't know what equipment I need - Can you help?**

Absolutely! Our team are extremely experienced and will be able to advise on the best equipment for your needs, as well as all those small extras like iPhone Adapters that are easily forgotten. Just give us a call or an e-mail and we'd love to help. Just remember to let us know useful details; for example, if your event is a long way from power sockets, we'll be able to add on plenty of power cable for you.

### **Do I need to pay in advance?**

Yes - Unless you hold a Credit Account with us, we require payment in full prior to the commencement of your hire period. We can take payment by Bank Transfer or Card in advance, or by Cheque, so long as we receive this sufficiently in advance to allow clearing time. We can also take Card at the time of collection. Please note that we no longer accept Cash.

### **Do I need ID to collect my equipment?**

If you're a new customer, we'll need to see two forms of ID, once with a Proof of Address matching your Billing Address, and one with a recent photograph. We will also make a note of your vehicle's registration plate, which is held securely in our rental software and is deleted upon return of your hire.

### **How will I know I've got everything?**

When you pick up your equipment, a member of the team will run you through all the components and answer any questions you may have. We run advanced hire software and individually scan every item on your booking to ensure everything is present and correct. We'll run through all the items again with you when it comes to signing the Delivery Note.

### **Who is liable for the equipment whilst I have it on hire?**

All liability rests with you as the customer whilst the equipment is on hire to you. We can extend our Insurance to cover your hire, charged at 15% of your total hire fee. If you take up this option, you will only be responsible for the £250 Excess of the policy. For full details, speak to a member of the Hire Team.

### **Do you offer delivery and collection?**

Yes! Within ten miles of our office, and between the hours of 8am and 6pm Monday to Saturday, we offer free delivery and collection, subject to a minimum spend of £50 + VAT. For deliveries elsewhere, transport is charged at 65p per mile, excluding VAT. We are able to offer this service outside of these hours, however there may be an additional charge for this service. Small setups and packdowns are completed free of charge, whilst for more complex setups, a surcharge will apply – Just ask what will be required for your specific event.

### **What if I return my equipment late?**

If you need to extend your hire, please contact us immediately so we can try to move your return period whilst still having equipment available for other customers. If you fail to notify us of a late return, you will be charged for the extended hire period, as well as costs incurred to us from not having your equipment back.

### **What happens if I need assistance outside of office hours?**

We always have staff on our Out of Hours Support Rota, where our office number will forward to staff mobiles automatically. Often, our technicians will let you leave a message so they can listen to your problem, and respond with a full solution quickly and efficiently. If the fault has been caused by equipment failure, we will do our utmost to get replacement items to you as soon as possible. If your problems have been caused by user error, you will be liable for our Emergency Call Out Charges, which are £150 + VAT for initial call out, and £50 + VAT Per Hour thereafter. Our Technicians will always try and diagnose issues over the phone where possible, so that we can avoid charging call out fees if it's just a simple fix!

**If you can't find the answer to your question here, please contact a member of the Hire Team who will be delighted to help.**