



THAT event company LTD
44 Beech Road
Wheatley
Oxford
OX33 1UR

TERMS OF HIRE

All hires must be paid in advance, unless you are an account customer or have an agreed payment plan

For all private bookings we require a 50% payment in advance to confirm your booking.

THAT event company retains ownership of any equipment whilst hired out, failure to return equipment is classed as theft

Failure to return equipment within your time window will result in deposit being lost and extra charges being incurred.

Lost, Stolen or Damaged equipment will be charged at replacement/repair cost plus any additional hire costs. Regardless of cause unless by our engineers and staff.

The Hirer is fully responsible for all equipment hired and must be covered by hirer's insurance whilst in hirer's possession.

It is the responsibility of the hirer to have their event insured for public liability

THAT event company takes no responsibility for personal injury damage or theft during any hire.

Spare lamps and fuses can be supplied upon request (Please note we will not offer stated refunds when the client has not requested spare lamps and fuses)

The client understands that if they do replace a lamp or fuse, the blown item must be returned to us for inspection, Failure to do so will incur a cost to the client for a replacement.

For dry hires, the client is responsible for the signal level driving the speakers; excessive volume will break speakers and you will be liable

If we have quoted for delivery/collection we have assumed the equipment will be less than 20m away from our vehicle, if it is further there may be additional charges – please discuss this with us in advance of the booking

If we set up equipment for you it must not be moved or other equipment added. This is strictly against our safety policies.

Plugs and sockets must not be removed from our equipment unless authorized by us

Hire items may not be taken apart or serviced by anyone other than our engineers



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Credit cannot be given on faulty equipment unless reported immediately
(Please see refund policy)

ID Required before hiring equipment. 2 Forms of ID e.g. Driving license, passport etc Plus utility bill bearing your name and address. (Photo copies NOT Accepted). Please note we will also take a photo of you upon collection

All equipment will be inspected and tested by our engineer on return.

THAT event company require the cables to be wound and taped (WITH PVC or MASKING TAPE) upon return. Any unwound cables will be wound by us and charged at £1.20 per cable

A daily rate will start to be charged for if the client does not return the equipment within the specified time window. Please respect the fact that other clients do require the equipment after your event and by late return you could potentially ruin the next clients event.

All Deposits are non refundable in the event of cancellation by the hirer unless carried forward for an alternative booked event. (Please see cancelations)

It is the responsibility of the client to supply and state safe Electricity in either 13/16/32/63 amp terminations to the point in which THAT event company's equipment is being used (please state termination before the event). Unless agreed otherwise.

It is the responsibility of the client to make sure the equipment is protected at all times from the elements, including rain and electrical storms. In the case of outdoor events an adequate structure must be supplied by the client.

IN THE CASE OF THAT EVENT COMPANY DELIVERING/SETTING UP WE REQUEST THAT EVERY CLIENT HAS A NOMINATED PERSON AT THEIR EVENT TO SHOW US EXACTLY WHERE THE EQUIPMENT IS REQUIRED.

IN THE CASE OF THAT EVENT COMPANY DELIVERING/SETTING UP, THE CLIENT MUST UNDERSTAND THAT IF THEY ARE NOT PRESENT THAT EVENT COMPANY RESERVES THE RIGHT TO NOT LEAVE THE EQUIPMENT AT THE VENUE AND WILL RETURN TO BASE WITH IT, THE CLIENT IS THEN WELCOME TO COLLECT THE EQUIPMENT OR PAY ANOTHER FULL DELIVERY CHARGE. PLEASE NOTE YOU WILL STILL BE LIABLE FOR THE FULL COST OF THE HIRE.

Associated labour is inclusive of the quoted price. This includes only one instance. If the client is not present as requested at the time of setup THAT event company will decide on the best place for the equipment for your event. If incorrect, the client is welcome to move the equipment in their own time, although they must cover any damages they may cause to the venue or the equipment. The client should also note that it will no longer be covered by our public liability in this instance.



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Times set out by THAT event company for clients collecting and returning are treated as appointments (30 minute blocks), missing such appointments can result in extra charges along with any extra charges for equipment. Failure to return the equipment on the stated date will result in an extra full days hire charge plus another 25% of total cost (per 24 hour period) This does not exclude part hire, I.E. a single 4 way not returned will be charged per day also.

THAT event company Endeavors to deliver/Setup/Collect your equipment at the times that you request. We do try and guarantee that the equipment will be there in full working order. We cannot guarantee this if affected by Bad traffic, Transport breakdown, Lack of organization of other clients, Acts of terrorism, War or other extreme circumstances.

Distances for setup are pre agreed before the booking takes place, THAT event company Reserves the right to leave the equipment in a safe area if it is obvious the client has been deceitful about the travelling distance from the van to equipment setup area

All equipment is thoroughly tested and although we cannot guarantee against failure we will replace with alternative equipment if available at our own cost. (Depending on the circumstances surrounding the failure)

THAT event company takes no responsibility for public music licenses for your event. It is the clients responsibility to pay the governing bodies for such licenses based on their event capacity

THAT event company does not take responsibility for any loss of profit/Cost at your event due to mechanical, electrical or structural failure on equipment unless proven THAT event company was negligent in its testing and installation.

All equipment must be returned to THAT event company in the same condition it was supplied to the client, if the returned items are damaged the client will be liable for all repair costs and any extra hire costs

Onsite parking must be supplied

The client is responsible supplying suitable parking for THAT event company whilst the event is being setup/packed down or manned. The client will be liable for any parking tickets incurred if onsite parking is not supplied.

The client is responsible for any hot meals / snacks / drinks for the onsite technician that is supporting their live event – you don't want them leaving! Please assist them with good food and drink!!

We supply small trolleys for heavy items; if your event is taking place over 20m away from our vans a larger flatbed trolley must be supplied by the client/venue. (THIS IS MAINLY FOR OXFORD COLLEGES)



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Non-payment or Bounced cheques will not be tolerated, you have 7 days in which to remedy the situation, else the debt will be passed onto MCOL a 15%* admin charge will be added You will be liable for any costs relating to any MCOL services and charges, any court fees, Bailiff fees or time spent away from our office to attend court hearings The original invoice will have 8% apr added to the total from the due date (Please note, this can affect your future credit rating) (* minimum £150.00)

Rigging; in the case of fairy lights or rigging lights to structures or marquee roofs we request that you supply suitable structures for the size of the equipment being rigged; Ladders, Scaffold Towers & Cherry pickers (please ask if you are unsure of which one to supply). If you do not supply this, the equipment will be left for you to rig yourselves and you will still be charged

Cancelations: After a deposit has been paid (Up to 28 days before the event): Full refund minus admin fees and charges incurred

28 – 14 Days before the event: 25% of event total Admin fees or put it towards another event within a 6 month period

14 – 7 Days before the event: 50% of event total or put it towards another event within 6 months

7 days before the event: 100% of event total is payable. No Carry over's.

Refund policy: Complete failure of equipment must be reported immediately to an emergency number, we will do our utmost to discuss and sort out the issue over the phone.

If it is obvious to us that the equipment cannot be sorted out by us over the phone you can request that we come to your event and sort out the issue.

If upon our arrival we see that user error has caused a fault the client will be charged a minimum of £150.00 plus 50p for every mile travelled to get to the event If it is obvious that the equipment has failed we will replace with similar or exact equipment if available at our own cost.

If the equipment is not available. The client is more than welcome to request a refund of up to 100% for that particular item THAT Event company will not be liable for any losses incurred by the client.

Part failure of equipment must be reported to an emergency number, we will do our utmost to discuss and sort out the issue over the phone.

If it is obvious to us that the equipment cannot be sorted out by us over the phone you can request that we come to your event and sort out the issue. If upon our arrival we see that user error has caused a fault the client will be charged a minimum of £150.00 plus 50p for every mile travelled to get to the event.



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Alternatively we will offer you a discount off of your equipment of your next hire (Please note this hire has to be within the next 12 months otherwise the discount will be void If you do not report the issue immediately no discount or refunds will be available to the client