

Collection & Delivery Procedures

My Event hire pride ourselves in one of our core value's "Reliability" and when it comes to you collecting from us, or us delivering to you, we will always do our very best.

We have processes in place to make sure that all our daily collection and delivery's run as smooth as possible, with that in mind sometimes we can't control road closures and traffic etc, but when you choose the option for your hired items to be delivered by us we can however monitor what our vehicles are doing and where they are going and keep our trained drivers informed of circumstances ahead of their day and advise different routes if need be to ensure you get the very best out of booking with us, we do this by having all our vehicles tracked. This also allows us to keep you informed of your delivery if it was going to be late.

Delivered & Collection items

- a) All items being delivered by us are protected with blankets and straps if needed while in transit to ensure our stock stays and looks like new.
- b) All drivers and drivers' mates will always follow PPE guidelines and will always have safety boots, hi-vis, hard hat, gloves, first aid boxes to hand if needed.
- c) Our team will never ask for help to load or unload our vehicles unless it's already been agreed and will always supply our own pump trucks, chair/ table trollies, sack barrows unless already agreed.
- d) On arrival we will always introduce ourselves to you and ask where you would like your hired items to be placed (ground floor only unless it's stated on the delivery note and agreed beforehand) and once unloaded, you will be asked to check your items and sign our paperwork. If it's a collection, we will ask you where the hired items are and ask if it's safe for us to enter the building to start the collection process and then we will let you know once this has been done so it allows you to lock any doors that we may have had open during the unloading/ loading process insuring your premises stay secure.

Collections (known has a "Dry Hire" in the trade)

Sometimes our clients prefer this option when using us has it will be a cheaper and save them money on transport cost with us. Even though we offer a very competitive delivery price option we don't mind this, honestly the choice is really all yours.

- a) When you hire from us it's important that when you come to us you come in the correct size vehicle (1) - for the items you plan to carry (2)- the weight that it required to carry if unsure our friendly office team will be more than happy to advise you and will be able to tell you the kg / sizes you will be transporting.
- b) Our warehouse team will always offer to load and unload you chosen vehicle and advise you the best way to secure your items. Please ensure you have efficient straps. We will provide protective blankets if required. But these must be returned, or they are charged for.
- c) If you let us know when you're likely to come and collect our warehouse team will ensure your order is clean/correct and tested, ready for you when you arrive.