



Contract Full Term's & Conditions

Definitions

Relating invoice numbers

"The Contractor" – My Event Hire

"The Hirer" – The person who is hiring the items/ services.

"Dry Hire"- The hirer who as collected the items.

"Goods" – Refers to the items that will be on contract.

"Venue" – Refers to the place in which the event/hire as taken place.

"Solid state uk events & furniture hire ltd t/a My Event Hire" – is the full company name of the hirer.

"The customer "means the person (s) or company or organisation who as booked with My Event Hire.

Booking Deposits - By signing this agreement and terms & conditions, you have agreed for My Event Hire to hire/provide a product or services to which your order/invoice number stated above holds all the information on what is to be supplied. You now understand that a booking security deposit of 25% will be required within 5 days and understand that this is from when your quotation was accepted. If your event has less than 14 days before the date of event, then payment in full is required before all items or services will be supplied or secured. *Excludes trade account customers. The hirer understands that My Event Hire can cancel the booking if the deposit/ balance has not been collected within the times frames set out with in this agreement and any monies paid already will be lost.

The hirer understands that My Event Hire will give a choice of different payment options at the bottom of the terms and conditions and it's the hirers choice to which way they choose to pay.

Collection and Delivery – The contractor will do everything in their power to meet the demands of the hirer's delivery and collections times, except for unforeseen circumstances like weather realtering/ traffic and road closures and breakdowns and the hirer accepts that these can be a problem. The hirer also accepts My Event Hire current delivery and collection rates for failed deliveries or collections attempts will charged again at the current transport invoiced rate if an attempt has been classed as a failed, the hirer agrees that the contractor can invoice for this rate again after the event/hire date. The hirer is exempt to the above charges if the contactor as delivered or collected outside of the agreed order time frames.

Cancellation policy - For all events/hires there needs to be an agreed cancellation policy. In the event of a cancellation, any deposit that has been paid will be forfeited. There is also a cancellation policy that may mean you "The Hirer" will lose or must pay further monies depending on the time frame for your booking, *a full copy of our Cancellation and Refund policy Clauses can be found on our website.

- 1) If you cancel your booking at any point there will be a small admin fee of £30 + vat payable to the contactor, plus you lose any deposit payment made. (Excludes trade account customers).
- 2) If you have more then 181 days prior to the event/hire date you will lose your deposit payment plus the £30 +vat Admin Fee.
- 3) If you have more then 140 days but less then 181 days prior to the event/hire date, you will be charged at 20% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms agreement.
- 4) If you have more then 100 days but less then 140 days prior to the event/hire date, you will be charged at 30% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms of the agreement.
- 5) If you have more then 60 days but less then 100 days prior to the event/hire date, you will be charged at 50% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms of the agreement.
- 6) If you have more then 35 days but less then 60 days prior to the event/hire date, you will be charged at 75% of the invoice total, plus bound to point 1 and this will be charged and will be still payable under the normal payment terms of the agreement.
- 7) If you have less then 35 days before the event/hire day 100% of the invoice total will be charged and all monies paid will be lost, and if it's not been paid it will still be invoiced and payable under the normal payment terms of the agreement.
- 8) please note that any extra fees will still be applicable in full if My Event Hire ltd have agreed to subcontract items in for you or your event. This also includes any extra fees My Event Hire may have picked up during the planning of the work.



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9) If the contactor "My Event Hire" has reasons to believe that money laundering is taking place, they will inform the local authorities and will hold the funds until its be granted to release by the local authorities.

Covid 19 policy - If your event is affected or been stopped by the government legislation within the covid 19 guidelines, the contactor will change your date of event/hire free of charge to a more suitable date providing we have the stock levels and availability to do so.

If you are forced to stop your event because of covid 19 guidelines and government instruction, and it will no longer take place we will happily refund you money within 30 days. Subject to points one in the general cancellation policy above.

Refunds policy - The contactor "My Event Hire" will refund any moneys due back to the hirer though the refund policy within 30 days *bound by the terms of the cancelation policy within this agreement, however the contactor "My Event Hire" shall not be liable for the delay or cancellation of any events or hires if the delay or cancellation is caused by circumstances or events outside our reasonable control. No refund will be given for the following below reasons and will still be held to points 1 to 9 under the cancellation policy.

- 1) Strikes or industrial action that have been confirmed after the time of booking.
- 2) Riot, terrorist attack or war threat of terrorist attack after the time of the booking.
- 3) Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disasters after the time of booking.
- 4) Impossibility of the use of public or private telecommunications network after the time of booking.
- 5) The acts, legislation, regulations, or restrictions of any government after the time of booking.

Terms and Conditions

All equipment remains the property of the contactor "My Event Hire". Any damaged goods remain the property of My Event Hire until full replacement cost have been received from the hirer.

During the period of hire, the hirer shall be solely responsible for the hired goods and insuring the goods.

My Event Hire shall not be responsible for inquiry or damage to persons or property howsoever sustained arising from our goods under hire.

The contract for hire of goods is between My Event Hire, and the hirer, not the venue unless goods have been directly ordered by the venue in which case they would be seen as the hirer. It is the hirer's responsibility to ensure that the venue is clearly instructed so that the terms and conditions are always met. My Event Hire will charge the hirer for any costs due to waiting time set out below if the said venue doesn't allow or slows down the delivery or collection process My Event Hire has set within the agreement.

- 1) The contactor agrees to give the hirer 60 minutes from arrival for delivery or collections of its items for an agreed waiting period, after that the hirer agrees and accepts that they will be charged after the event/hire period by My Event Hire on the extra rates to cover their expenses. A minimum of one hours charge to pay per team member waiting until the contactor gets the ok to carry on with their role. *a full copy of the collection and delivery process can be found on our website
- 2) The hirer agrees that it is then their responsibility to re-claim any of loss (s) costs from the venue if the venue was at fault and the hirer agrees that the contactor as no reasonability to do so.

Contactors policies to take note to within the agreement - The hirer agrees to the contactor's "My Event Hire", cancellation &, refund policy, collection & delivery policy, Minor/slight damage waiver policy, quality control policy, Health & safety policy, GDPR Policy, Anti-corruption policy, modern slavery policy, and Payment terms stated within this agreement. *All copies of policies can be found on our website.

Damage waiver - The hirer agrees that a minor/slight damage waiver has been offered to them and if accepted, it's their reasonability on the below points.

- 1) The hirer understands and agrees to the damage waiver only covering circumstances like stains to fabric, rips to fabric, and scratches to furniture, the hirer understands that it will not cover things that have been left outside not protected (unless stated by the contractor it's an outside item) or items deemed to have not been used in the correct way or manner by the contractor.
- 2) The hirer understands that dance floors must be laid on a flat smooth floor and if a dance floor is damaged due to the following points the damage waiver will not cover the costs and hirer is fully responsible for the full costs of replacement in the event of, any form of liquid



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be used on it or within 2 meters of it, not being laid correctly by a dry hire customer, unlevel floor, or by not having a protected surge protector being plugged in at the time of use that

could cause damage to the controller.

General terms within the agreement to consider.

- 1) My Event Hire (the contactor) will inform the hirer within 30 days, in writing or by email of any damages and costs concerning any of the hired goods. An invoice will be sent to the hirer outlining amount (s) of damage and costs involved, and the hirer agrees that invoices will have to be paid in full within 30 days or My Event Hire can send any non-paid invoices to a debt collection agency which may incur extra fees & penalties.
- 2) The contract is for the hire or sale of equipment or services stated within the contract to the hirer.
- 3) My Event Hire (the contactor) shall inspect the Goods upon arriving at the venue to collect and make notes of missing / damaged goods and may take photos of goods within the hire delivery/collection location.
- 4) In the event of shortages or damage the hirer shall endorse the delivery note accordingly at time of delivery and inform the office at My Event Hire same working day so the contractor has time to correct the order.
- 5) Goods must be ready for collection at the agreed location at the correct date and time. A charge to the hirer will be made for an aborted deliver / collection by the My Event Hire where the venue/hirer/customer is at fault. *see collection and delivery terms above.
- 6) Goods must be packed in the boxes/flight case's they were delivered in, *same terms apply for a dry hire collection customer, and if boxes/flight case's or trays are not returned then the hirer accepts that there will be a charge for the missing products after the event and agrees to pay this with the 30 days.
- 7) Charges will be made to the hirer for any damaged goods including goods that have been dragged on the floor, ground in earth stains, burns, holes, rips and tears, candle wax, grease, or deep staining if a minor/slight damage waiver policy has not been taken out by hirer.
- 8) My Event Hire agrees that the hirer details will not be sold or passed onto any third-party companies as stated within the GDPR policy.
- 9) The hirer agrees to giving the contactor "My Event Hire" Permission to allow us to use & take photographs of your event for our own adverts unless it has been stated by letter or email 7 days before the event/hire.
- 10) The hirer agrees to all our points raised in our collection & delivery policy about good access. *a copy can be found on our website
- 11) The contactor "My Event Hire" will not be held liable for any damage caused to buildings or property from its hired items. And the hirer accepts it's their responsibility to ensure they have the correct insurances in place. Unless the contactor is the person who hired the building or property on the hirer's behalf.
- 12) Adequate power supply must be provided by the venue/hirer for the equipment hired, for specific hired product requirements unless already agreed within the agreement in which case the contactor "My Event Hire" will clearly state what is being provided with the order documents.
- 13) Parking must be always available while we are on site, if for any reason this is not the case the hirer is liable to pay for any additional parking charges incurred by our staff this includes traffic warden fines whilst loading & unloading unless the hirer has brought it to the contactors "My Event Hire" attention by email or in writing 7 days before the event/hire.
- 14) The hirer is aware that the surface, which a dancefloor/product is to be laid, needs to be both flat and dry has the contactor "My Event Hire" will not be held responsible for injury or damaged caused by the dancefloor, unless the contactor "My Event Hire" have provided an underlay which the hirer is responsible for asking for in writing or by email.
- 15) My Event Hire will not be held responsible if they cannot lay a dancefloor/ or hire products due to the surface being wet or uneven or classed as unsafe. And the hirer accepts that it is the hirers responsibility to check the conditions of the area before placing an order with the contactor.
- 16) The hirer agrees that a dry hire order must be picked up from My Event Hire Unit 1B Chartwell House, Chartwell Drive, Wigston, Leicester, LE18 2FL and hirer agrees that the contactor My Event Hire have no control over this happening. All hire items must also be returned to the same address on the dates agreed. *If items are returned late the hirer agrees to an extra hire charge for the time frame they have the hired items based on the current contactors "My Event Hire" rates.



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- 17) The hirer agrees that if they hire table linen, they must shake the cloths to remove any rubbish from the cloths before returning them back to My Event Hire. The hirer accepts that extra charges from the contactor "My Event Hire" may be added if linen is returned with rubbish folded inside the cloths.
- 18) The hirer agrees that if insolvency or liquidation proceedings against them or the "company" came in to force while the contract was still in force the contactor "My Event Hire" would be allowed to collect all hired items within the agreement in without any notice period being given to the hirer. The hirer accepts that no notice of termination of contract would be given from the contactor "My Event Hire" to the hirer. The hirer also agrees that where their personal name or self-employment, or non ltd company status his being used they will still be liable for all monies owed to the contactor personally.
- 19) The hirer agrees that accepting of goods or services by the contactor "My Event Hire" without signing the term's means that you the hirer are accepting the full terms of the agreement and the conditions within it.
- 20) The liability of My Event Hire for any claims made by the hirer will not exceed the contract charge and does not extend to any consequential or financial loss caused by late or non-delivery, unsuitable, breakdown or lawful repossession.
- 21) My Event Hire take no responsibility for the change of availability of the goods during the time before any cleared payment.

Non-Returned items

- 1) The hirer agrees, if goods are not returned at the end of the agreed hire period the contactor "My Event Hire" retain the right to charge for entire rate hire again until items are returned plus any of the following costs...
- The cost of replacement goods to honour any bookings where the goods are required.
 - The cost of replacement goods where hired items is permanently not returned.
 - An additional hire period, charged at the cost of hire per item per day. For example, if 50 items have been hired at £2.75 each= £137.50 per day. This is the amount you will pay per day until returned.
 - All replacement goods will be charged at the cost of goods including VAT and delivery.
- 2) If your hire is a dry hire, the hirer accepts and understands the order must be picked up and return on the dates agreed on, if items are returned late extra charges may be added by the contactor.

Payments Terms — The hirer agrees that a non-refundable security deposit of 25% is due 5 days from the conformation date, the hirer accepts that the confirmation can be done via a phone call / email/ invoice software used Current RMS. The hirer also accepts that the final remaining balance of 75% will be due 14 days before the event hire/date. The payment terms within this agreement is also subject to the cancellation policy within this agreement.

Payments Options

The hirer accepts that the contractor "My Event Hire" offer different payment options to which the hirer have to choose a suitable way to pay there invoice the options are as follows.

- 1) Direct Debit (most popular option) - If you choose this option, we will send you a separate email within 24 working hours of getting the signed terms back the email will take you to a secure site where you can set up your direct debit in your own time, we use a company called GoCardless and this name will appear on your bank statements,
- 2) Bank Transfer - If you choose this option unlike the direct debit option it will be your responsibility to pay on time, and payments can be made whenever you want by using our bank details which can be found at the bottom of your invoice please note if you use this option, please use your invoice number as reference so we can trace your payments. Please allow 2 workings for a receipt; if you don't get a receipt within 2 working days, please call us so we can trace your payment.
- 3) Other - This is the option of paying by cheque, and again unlike direct debit option it's the hirer responsibility to make payments on time, please allow cheque clearance time, if so please make cheque payable to – My Event Hire, please write your invoice number on the back of the cheque and post it back to the address on the top of your invoice. The other option is for you to nip into our head office site – Unit 1B Chartwell House, Chartwell Drive, Wigston, Leicester, LE18 2FL and pay by cash, a full receipt will always be given on to you while you are on site if you choose this option.

Print Name:



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Sign Name:

Date: