

Delivery & Collection of Hired Equipment

Your delivery and collection charge is to and from the nearest accessible vehicle delivery point on a level hard-standing, there is no installation, dismantling, or carrying included.

Covid-19, a national shortage of drivers, shortages and increasing cost of road fuel, electric vehicle only roads, more PCN revenues by stealth for their creators, delays from demonstrations and road closures has caused operational pressures, combined with countless road restrictions, road access alterations, 20mph speed limits, cycle lanes, bus lanes, has changed the way deliveries and collections are organised.

Your Delivery is “off the tail-lift”, meaning our driver unstraps your hired equipment and presents said equipment on a tail-lift platform fitted to the vehicle for ‘others’ to porter away.

Your Collection is back ‘on the tail-lift’, meaning the hired items should be at the vehicle access point ready for loading onto the tail-lift. Hire customers that leave hired equipment anywhere else requires the driver to porter the equipment, porter charges apply.

Our driver will SMS your mobile contact number as he leaves his previous client. Enough FREE time is allocated to make an off tail-lift delivery or on tail-lift collection within your transport charge if the hired goods are dismounted and mounted back onto the tail-lift.

He or she [our driver] has various customer deliveries or collections to achieve in their working day. Some of their transport work is time specific. When our driver arrives at your delivery or collection address, your FREE time allocation starts and expires after 10 minutes.

If you have not acknowledged our drivers ETA sent by SMS and are unable to meet the delivery driver at their tail-lift platform, you run the risk of a “driver overrun” or portering charge. After the FREE ten minutes have expired you are essentially holding up the driver’s ability to continue their working day. In doing so, by default you are hiring the driver, the delivery van and creating administration work to reorganise other customer’s workloads.

Our drivers are unable to volunteer to double up as FREE event porters or labourers. If you have not booked additional extra services you will be charged for 'on demand' portering of hired items either off the tail-lift during a delivery and if necessary back to the tail-lift, if the hire items left elsewhere other than at the loading point.

During a collection, if the hired items are not ready to load on our driver's tail-lift we have no choice but to provide a porter service "on demand" to retrieve said items. Our driver has a mirror copy of your Customer Copy delivery ticket showing a list of hired items and your transport booking information. If an Install or De-Rig has been paid for there is no charge. If a Porter Service or Stairs Service has been paid for there is no charge. Any additional work other than tail-lift delivery and tail-lift collection will be charged post event.

Our drivers are entitled to lodge a pay claim for additional 'on demand' services such as portering your delivery, or portering your hired equipment back to the Collection van tail-lift.

On-site time is cross-checked via live 30 second Tracking update reports, driver's Time on Site (TOS), via SMS and on board vehicle CCTV.

The decision to implement the new Ultra Low Emissions Vehicle (ULEV) Streets scheme follows a period of public consultation. Petrol and diesel cars are now banned from certain areas in peak hours between 7am-10am and 4pm-7pm on weekdays creating many additional PCN revenue for TFL and other cities jumping on the band wagon as they roll out and accelerate across other towns and cities. If your delivery address falls inside one of these restricted zones, you should book a 'Timed Specific' service.

Our driver has to by law record his or her driving hours via the tachographs fitted in their vehicles. Each vehicle also has CCTV to help protect the driver and the company from any incidents or insurance scam claims.

Our cost of 'on demand' portering may be equal to, or less than booking event crew or agency staff from other providers such as Pinnacle Event Crew, Aussie Man & Van or similar suppliers

of labour. If you do book CREW, please remember to upgrade your transport to a 'time specific' service.

The below rates are absolute and are not negotiable on the day of service or after the event.

Driver Over-Run, Porter, Install & De-Rig Rates

Weekday 11 – 30 Minutes £39.00 + vat

Weekday 31 – 60 Minutes £79.00 + vat

Saturday 11 – 30 Minutes £79.00 + vat

Saturday 31 – 60 Minutes £159.00 + vat

Sunday & Bank Holiday 11 – 30 Minutes £99.00 + vat

Sunday & Bank Holiday 31 - 60 Minutes £159.00 + vat

Stairs & Lifts above time costs plus £50.00

Parking Fines for 'On Demand' service in additional to above.

Failed Delivery or Collections due to non-attendance or non-availability to unload or load is charged for second or subsequent journeys to and fro at the rate of £35.00 + vat being the cost to run a light commercial van, driver's wages, fuel, etc.