

Delivery & Collection of Hired Equipment how to avoid Subsequent Post Event Charges

To the majority of our customers, we thank you for respecting our transport terms updated during the Covid-19 pandemic. Tail-lift transport has been operating since April 2010 and remains in place currently and in the future.

Your delivery and collection charge is to position the vehicle at the nearest accessible vehicle delivery point on a level hard-standing.

Off-Road - Deliveries that are required to go off road onto grass are at the drivers discretion which expressly puts the customer at risk of post event charges for damage, time taken or costs to recover the delivery or collection vehicle back onto firm ground if the vehicle is grounded or stuck in soft ground. **In or at any event there is no free installation, dismantling, or carrying included of any equipment from or to the vehicle tail-lift by the driver.**

There is a misconception that event hire companies employ drivers that will double up as Event CREW post your event at a minutes notice. **Your 'off the tail-lift delivery' time is recorded and logged on our tracking system. Your 'on the tail-lift collection' is also time recorded. Collections that require our driver to be employed to provide portering service in order to repatriate our hire equipment is charged out at the labour and vehicle hire rates below at the footer of this document, plus 10p per kilo of which a percentage is remunerated to the driver. The difference between the time spent on the delivery and the time spent the collection is charged at the rates on this footer.**

Covid-19, and a national shortage of drivers, shortage of road fuel, increasing cost of road fuel, electric vehicle only roads, record PCN revenues, demonstration delays, frequent road closures or diversions, lack of fuel at service stations, and Tube and Train strikes, has caused operational pressures, combined with countless road restrictions, road closures, access, alterations, 20mph speed limits, cycle lanes, bus lanes, and now that a new Highway Code that gives pedestrians and cyclist priority over vehicles, changing the way deliveries and collections are procured.

To reiterate your Delivery is “off the tail-lift”, meaning our driver unstraps your hired equipment and presents said equipment on a tail-lifting platform or floor fitted to the vehicle or trailer 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 by your porters. Hire customers that leave hired equipment anywhere else will require our driver to porter the equipment on demand or under duress, therefore porter charges apply – see below.

Our driver will SMS your mobile contact number as he leaves his previous client. 10 minutes unloading/loading time up to 100kgs is enough FREE time 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 by the recipient. 250kgs of equipment has a FREE time delivery/collection off the tail-lift of 15 minutes, 500kgs 20 minutes, 750kgs 25 minutes, 1,000kgs 30 minutes, and so on, before additional charges apply.

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 post code or address, **your FREE time allocation starts and expires after 10 minutes up to each 333kgs.**

If you have not acknowledged our drivers ETA sent by SMS and you are unable to meet the delivery driver at their tail-lift platform, you run the risk of a “driver overrun” or portering charge. After your FREE ten minute increment/s have expired you are essentially holding up the driver’s ability to continue their working day. In doing so, by default you are hiring our driver and vehicle to carry out your work or waiting time not in our driver’s remit. Administration work to reorganise additional driver time, vehicle and fuel to satisfy other pre-booked customer’s transport has to be provided and is charged to you in extra post event charges.

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 where your event CREW load.

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" or "under duress" to retrieve said items. Our driver has a mirror copy of your Customer Delivery Ticket Copy showing a list of hired items and your transport booking information. If an Install or De-Rig has been paid for there is no Porter charge unless a line entry says otherwise. If a pre-booked Porter Service or Stairs Service has been booked and paid in advance for there is no charge. Any additional work other than off the tail-lift delivery and on the tail-lift collection will be strictly 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 vehicle tail-lift.

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

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 as you will have the local knowledge of delivery and collection access restrictions.

Our driver by law records his or her driving hours via the tachographs fitted in their vehicles. Most vehicles now have 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 in advance 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, we are not obliged to reimburse CREW costs during a 07.00hrs – 21.00hrs 'UNK' (unknown) delivery or collection service listed on your hire contract.

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; Tail-Lift Loading Rates + 10p per kilo shifted.

10p per kilo charged to shift equipment (percentage paid to driver) plus driver and administration time (see rates below) whilst driver, vehicle and office administration are engaged reorganising other customer's pre-booked workloads.

Weekdays

11 – 30 Minutes £39.00 + vat Solo Driver & Vehicle Over-Run

11 – 30 Minutes Extra Person Crew Mate £25.00 + vat

31 – 60 Minutes £79.00 + vat Driver & Vehicle Over-Run

31 – 60 Minutes Extra Person £51.00 + vat Driver & Vehicle Over-Run

Saturdays

11 – 30 Minutes £79.00 + vat Driver & Vehicle Over-Run

31 – 60 Minutes £159.00 + vat Driver & Vehicle Over-Run

Sunday & Bank Holidays

11 – 30 Minutes £99.00 + vat Driver & Vehicle Over-Run

31 - 60 Minutes £159.00 + vat Driver & Vehicle Over-Run

Stairs & Lifts above time costs plus £75.00

Any Day Past Midnight or Before 06.00hrs Time + One Half

Parking Fines for 'On Demand' service in additional to above and charged to hirer post event.

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 £75.00 + vat being the cost to run and support a commercial van, driver's wages, fuel, etc.

Please ensure the hired equipment can be maneuvered across ground from the delivery point to the point of use. You should check that the dimensions of doorways are big enough, not

forgetting that if on a pallet the base dimensions are typically 1,000mm x 1,200mm, the total height of an appliance will be 100mm +/- 10mm higher, pallet transport only.

Please remember that casters are fitted to appliances to "aid the movement of equipment on flat level ground". Broken casters, power cables, gas pipes that have been snagged and or damaged are a chargeable item post event.

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