

Terms & Conditions

Telephone calls may be recorded for training and security purposes

Take Notice - *New Delivery and Collection Terms & Conditions during Covid-19 pandemic and during national driver shortages will be current and ongoing until further notice.*

Definitions

'Hirer' – a person or entity that hires equipment from the Hire Company

'The Company' – the Hire Company or contractor on behalf of the Hire Company

'Hire Company' – the entity that owns hire equipment and runs the business

'Website' – the electronic shop of goods available for hire

'Hire' – period of time to use the Hire Companies' property.

'Client' – the customer who purchases a period of hired goods

'Tail Lift' – Platform device attached to delivery or collection vehicle.

'Driver' – Person employed to deliver and collect hired items

'Porter' – A person specifically employed to move items from A – B

'Event Crew' – Persons working in or at an event, installing, de-rigging or portering.

'Event Organiser' – Person managing an event

'Post Event' – after the event has finished

'Off Hire' – Pre-arranged written agreement to terminate a contract without notice.

'ULEZ Charge' – 24/7 Vehicle Tax charged small delivery van £12.50 – large delivery HGV truck £100.00 per day to delivery vehicles in London

'Congestion Charge' – £15.00 Vehicle Tax charged per day to delivery vehicles in London 07.00hrs – 22.00hrs

'ADW' – 'Accident Damage Waiver' pooled fund to cover labour content only, to repair and a contribution towards administration time to replace broken, damaged, or missing hired equipment.

'Quote' – A fixed price to provide services or equipment based on information received from 'Hirer' 'without extras' subject to the Terms and Conditions set out below by the Hire Company.

'PPE' – Personnel Protection Equipment required to enter Company's' premises.

'Risk Assessment' – Communications and facts requested and disclosed between the Hire Company and the Hirer to identify any Risks to The Company's' employees or Others during the hire period, delivery or collection of hired equipment.

Website and Content These websites esgeventhire.co.uk, outside-catering-hire.co.uk, London-event-hire.co.uk, patioheater4hire.co.uk and eventgenerator4hire.co.uk are trading names of Christian Faversham Ltd (the Company) also known as (ESG) Event Services Group, providers of Event Power, Event Kitchens and One Stop Shop for 20,000 different event hire items. All goods and services therein are subject to availability, offered from available stock. Self-quoting estimates are available 24hrs a day via this website. Hired items do not include any transport, labour, installation or de-rigging costs. Please telephone to confirm your order, secure your hire items, payment, and transport preferences.

"Our 557 square metre (6,000 sq ft) washing and cleaning facility operates Winterhalter and Karcher commercial washers. Our Company is committed to eliminating the most common bacteria; Salmonella, Listeria, E coli 0157, Campylobacter, Clostridium Perfringens, and Coronaviruses and Acute Respiratory Syndromes (COVID-19, MERS, and SARS) which can be present on hired catering items as a result of poor hygiene, inadequate high temperature commercial dishwashers, or cross contamination".

Bookings & Deposits Equipment hire, Event Kitchens, Marquee hire, Event Power, TL90, Trime X-Eco Tower Lighting and Crew Catering events are Confirmed and Booked in by our staff who quote and allocate transport vehicles and drivers after a deposit has been paid if transport capacity is still available. Remaining balances are due latest, one to weeks prior to any event, depending on the time of year. Any outstanding balances, post event, will incur a late payment surcharge of 2.95% per month or part thereof if not satisfied on demand.

Security Deferred Deposit (DD) and Deposit via BACS The security deferred deposit (DD) is calculated as a percentage algorithm of an order value. A deferred deposit (DD) amount is shown on each quote and can be paid by an authorised debit or credit card or a BACS payment before any equipment is delivered or other service is provided. A failed DD payment will stall a hire supply or other service until the outstanding DD is satisfied. When hired equipment replacement value exceeds five thousand pounds, additional deposit amounts may be requested. Self-collect hire contract have strict terms and guidelines to adhere to before the Company's hire assets are released to the collector. The cost of picking hire stock, loading, warehouse space, and driving time is organised and allocated immediately the contract is confirmed, either with a deferred deposit, BACS deposit or full hire payment. A DD is a Payment Card authorised amount which is held by your bank and released by your bank automatically after a period of their time lapse. Your bank or card authorisation normally expires 10 - 14 working days after the hire return date unless there are charges for losses, waiting time, or extra hire or labour charges as laid out in these Terms and Conditions. We will renew an expired Deferred Deposit until such time that post event charges are calculated. You authorise the Company to charge a Deferred Deposit if monies owed are not paid immediately on demand after return of goods, or after replacement or repair or hired items. If you initiate an unfounded or mistaken card chargeback regarding a card payment or deferred deposit we reserve the right to defend the chargeback and invoice our time in costs as follows :- first letter querying the chargeback thirty five pounds, second and subsequent correspondence letters thirty pounds plus any additional costs levied by the bank or card company. Deposits will be increased for hire items customers wish to collect, to cover a higher risk of damage via clients' own transport arrangements. Clients that take Pay as you Go fuel charged post event will have the cost of the fuel supplied added onto the DD amount highlighted on your Proforma invoice. Returned unopened or unused fuel will be adjusted on return for the hire contract of above 10Kva generating units. Customer collected or customer returned items become the responsibility of their carrier once they leave the Company premises or vehicle. Any losses or damage should be claimed via their Carrier's "Goods in Transit" insurance or similar arrangement. All Customer collection personnel must exercise an acceptable Duty of Care and be conversant in how to load and secure hired items in their vehicle using straps, padding and cargo locking commensurate with structure and value of the hired items. Our Company cannot advise how to load or secure on demand unless the Hirer is prepared to engage additional labour charges. Customer collections are available within the collection or delivery time window slots as determined by the Company the day before collection or drop off. We have no obligation to load or unload customer collect or customer return hire contracts. We reserve the right to refuse to release hired equipment to persons void of sufficient deposit, knowledge in securing safely and or are not in possession of securing equipment such as padding, securing straps, cargo bulkhead, and are likely to damage our equipment or risk of injury to yourself or other road users.

Cleaning Service It is essential that all hire items reach customers in a hygienic and clean condition. Cleaning charges are mandatory unless you have commercial cleaning facilities with trained and certified personnel. Standard cleaning charges are automatically calculated but exclude bulk food waste removal or burnt food. All scraps and food waste should wiped clean from china, cutlery, pans, and containers. Wash up charges do not include removal of carcasses, treating burned pans, food waste disposal, burned gastro pans used in high temperature roasting, dishwashers not used in conjunction with effective water softeners. Hired appliance equipment which is not cleaned down daily after use and drinking glasses that are used for desserts, may all have wash up increased post event. China that is returned with varying amounts of food waste still plated will

incur a separate Food Waste service charge. Silverware must be washed or rinsed after use using non-caustic cleaning products. Under no circumstances should scourers or abrasives be used on any hired equipment. Aluminium parts of hire items will become permanently damaged if washed in commercial or domestic dishwashers.

Linen must be completely dried after use and before returning or re-packing to avoid mildew. Mildew can occur within a few hours under hot or humid conditions. All linen comes with an information sheet on how to shake out/off all table debris. Our laundry levies an additional charge if linen is returned with food debris, table decoration or other solids contamination. In the worst cases of damage or colour staining to white tablecloths, a replacement cost will be charged. Damage by mildew, cigarettes, candle burns or hot cooking utensils and candle wax will be charged to the Hirer at the cloth replacement cost for each linen item plus delivery. Tablecloths that have been dragged on the ground and or returned with ground soil or foot prints will incur additional laundry treatment to salvage to cloth back to an unstained condition.

Hire equipment wash up and cleaning charges are calculated for a single day use during a seventy two hour hire period. During extended hire periods and or during multiple uses over a weekend or week hire period will require multiple cleaning procedures to avoid attracting additional cleaning charges. Contamination to any hired equipment by paint, human or animal waste, body fluids or solids, fossil fuels, chemicals, adhesives, petroleum products, tapes, acids, dyes, liquid paraffin, petrol, diesel, waxes, polishes, mud, sand, soil, charcoal dust, ash, tree sap, fire extinguisher powder or liquid will necessitate extra cleaning charges commensurate with time taken to reinstate hire items back to their original hireable condition, or if not salvageable, replacement cost will be charged.

Van Delivery, Van Collection, Self-Collection Delivery and collection services are not included in any hire charge set out on this website or other websites owned by the company. Advertised hire prices are initially quoted for customer collection and customer return. In the majority of cases customer self-collection and customer return is not practical for various scheduling reasons. If you do wish to self-collect access hours are strictly between 10.00am – 12.00hrs or 14.00hrs – 16.00hrs Monday through Friday, and Saturday AM from our main distribution warehouse. All collections are strictly by prior appointment and strictly self-load and self-unload from the storage area, storage container or storage pallet, whichever the company determines. You will need full PPE protect before entering our site, Covid-19 protection mask, a pallet truck, vehicle tail lift, cargo locking, padding, cam straps, sympathetic ratchet straps (not 3 tonnes) and knowledge of how to secure hired equipment without injuring yourself or damaging our equipment. Two forms of identification are required, 1. Photographic 2. Utility bill less than 90 days old. If you fail to comply with any of our self-collect or self-load requirements which requires the Company to carry out the loading or unloading, a charge of forty nine pounds plus 10p per kilo plus vat to cover up to the first hour of labour and additional administration will be charged to your deferred deposit post event. Hired Generators, Fridge or Freezer trailer collection requirements and conditions are; 1. Driver must have a valid Tachograph card of at least 3 years' experience, 2. Confirmation in writing the Hirers' insurance cover is "new for old" not "indemnity". 3. Your insurance company will reimburse weekly lost hire revenue on demand without argument or need to spend time accommodating a forensic accountant, for the duration of repair or new replacement delivered to the Company's'. 4. The deferred deposit lodged is doubled, and the deferred deposit lodged as a cleared funds BACS transfer, no payment cards, credit cards, credit account or cheques.

One Company delivery and one Company collection service is offered on all hired equipment on a pre-arranged and agreed day, subsidised from our hire contract revenue. If you accept our transport quote and the delivery or collection fails i.e. not taken off the delivery vehicle tail-lift or collection is not taken to the collection vehicle tail-lift, hired goods not available, or is cancelled, or postponed, a second or subsequent attempts will not be subsidised. Subsequent collections start at seventy five pounds plus 10p per kilo weight charge plus vat from the place in which repatriation is completed. You should note that event hire deliveries are not akin to small

package Amazon deliveries. The nature of the events we provide hire equipment to are such that if the driver cannot deliver or collect efficiently either 'off or on the tail lift' additional charges will be incurred to cover any delays or additional driver remuneration. If a delivery or collection fails, is moved or postponed, additional attempts and all charges are duplicated, plus an administration charge of fifty pounds plus vat, plus the cost of any Congestion Zone or Emission Zone charges during a subsequent attempt or attempts. Standard transport 'Std. Delivery 07.00 - 21.00hrs Mon - Fri' is offered strictly as a multi-drop delivery or multi-drop collection service with arrival **anytime** between the driver's employment start time and finish time within the parameters; Std. Delivery 07.00 - 21.00hrs Mon - Fri or Std. Collection 07.00 - 21.00hrs Mon - Fri. Transport charges depend on availability, distance, weight, access, and number of vehicles required, our admin team will discuss your requirements. Customers that receive their written quote and book their hire equipment fourteen working days ahead of their event date can enjoy free loan heavy duty packing boxes or crates. Orders that are paid for less than 14 working days can enjoy the benefit of heavy duty boxes or crates at a token price of between one pound and two pounds per box, plus wash up and cleaning. The quantity and size of packing boxes required to deliver hired equipment is determined when your order is picked and in our loading bay. Packing box quantities will be highlighted on your Delivery Ticket, added to your hire proforma as the order enters the loading bay. Those box hire costs are charged post event from your Deferred Deposit or you can provide similar quality stacking, nesting boxes or crates up to fourteen working days prior to your event.

All Standard Deliveries are quoted and executed 'off the tail lift'. All Standard Collections are quoted for Hirer to return back 'on the Tail Lift'. The 'Tail Lift' is a platform attached to the delivery or collection vehicle to which your hire equipment is placed for you to receive, or for you to return to for the collection. The driver of the vehicle is not Event Crew and does not double as an Event Porter of multiple hire items. Your initial transport quote if available is to deliver or collect your hire contract to the location or post code you have nominated at the nearest legal parking point provided by the recipient 'on or off the tail lift'. Your Standard Delivery and Standard Collection quote does not include the driver leaving his vehicle to porter your order to different or previously undisclosed locations. Occasionally Hire Contracts (the hired items) are not taken to the tail lift and are left in situ elsewhere. In such situations the hirer by default has engaged a 'Porter on Demand' which is automatically charged twenty five pounds extra using five to ten minutes of the drivers time, eleven to twenty minutes twenty five additional pounds, thereafter each ten minute increment an additional ten pounds is added, all plus vat. The driver will SMS a screenshot of their timesheet highlighting additional work outside his initial instructions to which he or she will be remunerated by the hire company. Each vehicle has a tracking system fitted and CCTV which may also be used to confirm Time on Site. The driver will have either called the contact number or sent an SMS with a Tom Tom estimated time of arrival (ETA) as he or she leaves their previous job. An arrival update is subject to traffic delays and may be as little as a few minutes. An ETA is not contractually binding. Please notify us if you require to upgrade (at additional cost) to a more accurate delivery or collection window within three office working days of either the Delivery or Collection service. If the delivery of the hired equipment or the collection is 'under duress' meaning the hirer becomes unhelpful and or brusque towards the driver's request to execute a tail lift service, the driver will contact their Line Manager for further instructions. The clock ticks whilst the driver seeks authorisation from their Line Manager, those minutes are charged for post event.

Off Road Events - Organisers and clients should hire EuroMat ground panels in advance of their event to assist delivery vehicle access on soft or muddy ground. Please Note - off road delivery requests 'on demand' or 'under duress' without EuroMat or similar ground panels are provided at the Hirer's or their Agents' own risk. Own Risk means that if under instruction the hire company's vehicle gets stuck in soft ground or mud, or damaged off road, the client will engage a professional recovery company and either pay or reimburse the vehicle recovery costs. Any Company vehicle damage caused off the public highway as the result of low trees, branches, narrow tracks, or soft ground including tyre valves and sensors is the responsibility of the client unless the hirer specifically advises the hire Company in advance by electronic mail to arrange alternative transport such as four wheel drive or similar off road vehicle. The hourly rate cost of each Company employee

for each hour, or part hour during a recovery operation back onto firm level ground or on a public highway is the responsibility of the hirer. A porter charge will be made if hired items have to be carried from a kerbside delivery to a previously undisclosed delivery point, or carting from an undisclosed collection point to a firm level vehicle tail lift loading point. Standard delivery and collection drivers do not carry hired items up or down stairs, if instructed 'under duress' an automatic stairs charge of seventy five pounds is added to your hire contract for each employee engaged in the request. The Hirer or Client agrees by his or her instructions to indemnify the Company for any additional services requested on demand such as portering or installation agreed with the driver on demand, and if so, the Client or Hirer authorises additional post event charges. The hirer, client or their agent agrees to indemnify the hire Company of all claims of damage, injury or other legal action whilst the Company executes 'on demand' additional services, i.e. at the hirer's and client's own risk unless the hirer or client makes a risk assessment available prior to delivery or collection. If the client, hirer or agent is not present to sign for on demand services on drivers delivery or collection document, the driver will photograph the location. Porterage and or installation charges on demand, under duress, by arrangement with the driver, or by abandonment will be deducted from the deferred deposit. Hirers should ensure that they or their representatives are at the delivery address to receive a tail lift delivery and hand over a tail lift collection. Wasted journeys deriving from hirers' non-attendance, access problems, or equipment not being able to be delivered, or not ready for collection exhausts the initial subsidised delivery or collection fee. Subsequent Delivery or Collection fees to redeliver or recover hire items will be charged again plus any Congestion Zone or Emission Zone charges as a result. Standard delivery and standard collection charges include five minutes to hand over hire items and ten minutes to collect. The driver will SMS or telephone ahead to advise an ETA as he leaves his previous job. Please ensure your contact numbers are answered on the deliver or collection day. Deliveries to third parties, agents, or unoccupied premises are made entirely at the hirer's risk and will not be delivered unless authorisation is received in writing, fax, e-mail, or SMS, security checks will be made and the driver's additional time charges for post event. If available any paid for deliveries or collections abandoned due to noncompliance of our transport terms will exhaust the delivery or collection charge in its entirety. In addition, the third-party recipients will be required to show photo identification and a utility bill less than ninety days old. On collection of hired items the Hirer will confirm quantities using the Customer Collection tickets handed on delivery which the driver will photograph. The driver is not employed to count individual hired items which should be repackaged and re-boxed in the same hired boxes as were delivered, ready for tail lift loading. Plates should be packaged vertical on their rims as delivered. Hire contracts that have to be re-boxed, re-packaged or suffer breakages as a result of negligent packing or having re-packing on the kerbside result in charges for labour and or losses being applied to their Deferred Deposit. The delivery and collection driver will count boxes off and onto their vehicle. Delivered hire items have been checked and counted three times before delivery. Collected items will be palletised or in our loading bay, counted as soon as practically possible at the Company warehouse. Transport quotes stand firm until close of business on the day of the quote. As the event date approaches our vehicle delivery fleet and multi-drop availability reduces. Please note the Company does not offer a local area Amazon delivery service of small packages, you will need to organise portering of the equipment. The weight of the order will have been advised in advance of your payment. Company event drivers are single man crewed carrying out careful transport of breakable and technical event hire equipment. The drivers are not normally trained in removal techniques of lifting, carting, or portering. Timed deliveries of hired equipment are subject to traffic network conditions. Drivers will often load a Timed order and make a direct priority journey as opposed to a more economical multi-drop work load. Timed deliveries are also subsidised and cannot be refunded due to road closures, security checks, riots or parades, punctures, MOT roadside checks or forty-five-minute tachograph breaks which are required by law en-route. The driver will leave his depot in plenty of time i.e. Tom Tom or Google's slowest travel time plus one third minutes. Alternatively, you can book a narrower delivery slot Time Specific. As with Standard transport a Timed Delivery and Collection is strictly off or on the tail lift. The driver will decide if he or she can assist within a 'line of sight' of the vehicle within a ten-metre zone if he places the hired items. Any deviation from a ten-metre point

without written agreement with the Hire Company will be deemed strictly as an annexed contract made between the Company's driver, Courier Company, or Removal Company for which the Hirer agrees to compensate the Company for additional charges, costs or expenses pot event. The Hire Company will in most cases have already recommend an Event Crew and Removal company who are experts at installing and de-rigging hire items in and out of buildings, up and down stairs. A driver with no advanced written knowledge or authorisation has the right to refuse to accommodate a request on demand or under duress to porter hired items.

Outside catering equipment standard hire periods are for one day use within the Hire Period indicated, normally circa seventy-two hours. The day you nominate as your event day as noted on your proforma is the agreed day of use unless specifically indicated as an Extended Hire period on your Hire Contract. Equipment must be available for collection the day following the event date or working day whichever is the most convenient to the hire company. During a Bank Holiday weekend, the hire company will contact you via a SMS messaging service to the mobile telephone number given at the time of booking to advise the day of collection if different from your proforma. The Collection driver will in the first instance contact the telephone numbers given prior to the hire period. Please ensure that your contact telephone numbers are answered. All other times you will be contacted initially by SMS text or by telephone you to advise that our driver is en route, NOT to arrange a time convenient to the Hirer to accept or hand over the hire contract. If access to collect the hired equipment is abandoned, denied, blocked, delayed or impassable then a second collection journey will be automatically booked for the following working day, charged with, or without waiting time lodged against your Deferred Deposit. Unless otherwise stated it is assumed that delivery and collection addresses have unrestricted access for delivery and collection vehicles of an ambulance size up to loads of 1,200kgs. Transport quotes are given for access through a minimum 3.2 metre high or 2.2 metre-wide entrance for all entry and exit points to premises. Deliveries in single track roads require specific Google map coordinates or at least Google map photographs must be provided in advance. Rural venues with driveways or a narrow entrances off the public highway less than five metres wide should budget for event crew or porters if the delivery vehicle is likely to abort access or egress at the entrance. If parking or loading restrictions are not in place or reserved at any venue you agree to advise the Hire Company by electronic mail or SMS with a backup telephone call to our call centre telephone number. Any altered collection and delivery arrangements must be made in writing. Our office will confirm any changes. Changes to Delivery or Collection days on the day of Collection or Delivery exhausts the subsidised transport charge rendering the change in transport day an additional post event charge. Clients ordering equipment or services for events are responsible for providing traffic management, free parking and or, suspended parking bays at, or close to the delivery and collection point. Any parking penalties issued to our vehicles whilst executing delivery or collection to those addresses will be charged back to the hirer post event. Any deliveries and collections that result in off highway encounters without notice, access problems due to mud, un-cleared snow, ice, traffic clogged access roads, cluttered paths or alleyways, above or below ground floor levels, up or down steps, causing additional time on site, that time is charged extra post event. If the Hirer engages a porter service in advance or hires a removal contractor it is assumed unless otherwise stated that all routes to deliver or collect from or via basements, staircases, or steps are easily and safely negotiable, and that all measurements of doorways and photographs have been sent electronically in advance. Please note we will not attempt to deliver up or down spiral or narrow staircases.

Refrigeration and freezer units must not be tilted past 45 degrees, if so momentarily they cannot be switched on for at least 12 hours until after delivery. All freezers and refrigerators can be used immediately after delivery if not tilted. Failure to leave a fridge standing switched off will result in irreversible damage which will be deducted from the Hirers' Deferred Deposit. Any fridge or freezer unit tilted more than 45 degrees from their normal operating position will often cause irreversible damage which will result in extensive repairs which will be invoiced post hire. All fridges, freezers and ovens must have their temperatures checked regularly ideally every 4 hours to avoid damage or spoil. No claims will be accepted if temperatures are not checked on a regular basis. The Company's hire equipment is not designed to be carried, lifted or transported horizontal. The

design and condition 'ready for hire' means that appliances will have water in steam tanks, rinse tanks and wash tanks or hoses which will cause damage or failure if the appliance is moved or transported off its vertical axis. Damage caused by off vertical axis i.e. pumps, drains, motors, PCBs, solenoids, I/O boards and any other repairs required to reinstate into a working condition will be charged post event. Plans to install appliances off vertical should be disclosed prior to accepting hired items along with a written method statement or similar document.

Multiple hire contracts for the same event or same customer require a deferred deposit for each hire ticket, Proforma, invoice or quote. Each deferred deposit amount will be pooled together to cover all hire items and made available to charge any losses from either, one, both, or multiple hire contracts. Deferred deposits that operate in conjunction with long term or extended hires will be renewed from time to time until the hired items are returned. Any extended hire contracts that remain unpaid will be charged to the client's credit or debit card on return. The client is responsible for handling and counting back hired items in front of the collection driver i.e. knives separate from spoons and forks, china and glasses boxed back in the same transport crates and glass jacks glasses inverted as delivered. If the client chooses to pool all or any hired items back to the Company higgledy piggledy, the client by default transfers the task of counting to the Company warehouse staff. If losses are recorded the Company will contact the Client by email or SMS recording the loss or damage giving 72hrs to return the missing items. When losses of any line item exceed ten percent, the Company will make a separate count with a Supervisor or Manager. Any hired items not returned within three working days will be replaced forthwith and charged replacement cost plus shipping.

Hire period – 72 hour maximum – Definition A seventy two hire period is the maximum time hire equipment can be held (unless a Bank Holiday weekend) in possession on a standard hire charge. A standard hire primarily covers use on a single event day, testing during part of the delivery day, and storing during part of the collection day. You may pre-book and pay for an extended hire period if you are using the hire items for more than one event day. Failure to request and remunerate an extension of hire strictly limits the Hire Companies' liability to the single event hire day recorded on the hire contract. Discounted hire periods are not refundable for an early termination under any circumstances or situation. If you are given a free or discounted extended hire period, that condition is strictly on a Return to Base swap out or repair. If you call out a replacement hire item during a free extended hire period the transport miles travelled from the nearest available driver is charged at seventy five pence per mile, plus twenty pounds per hour travelling, plus forty pounds an hour on site, all charges and services are plus vat.

Hire goods are available for customer collection or delivery up to twenty-four hours before the event day as entered on your hire document. All hired goods must be returned (if collected by the hirer) no later than one working day after your event day. If we deliver and collect the hired goods, they must be available for collection the next working day (or earlier) following the event day as entered on your hire documents. An extra charge of thirty-three and a third percent per day or part, will be made if goods are returned late or not available for collection between 07.00am and 21.00hrs the next working day following your event, and a second unsubsidised collection charge will be due. Extended hire costs will be charged to your deferred deposit. All hired items, including cardboard or plastic packing containers remain the property of Outside Catering Hire and are on loan or hire during the possession period. Damaged, wet, missing, or destroyed packing containers will be charged at replacement cost, plus delivery.

The Hirer is responsible for the safe keeping of all hired items from the time of delivery, until returned to the custody of Outside Catering Hire. Wood, cardboard or fabric items must not be stored in damp or wet conditions. Any damaged or breakages of hired items must be returned. Losses are charged for separately at replacement cost plus delivery cost. The Hirer will be notified of any breakages once all hired items have been checked in at the Outside Catering Hire warehouse. Substitute or other hire company's items will NOT be accepted. Hire items damaged or broken as a result incorrect or reckless packing including items that were delivered bubble wrapped but returned unwrapped, plates that were not packed on their rims vertically, and

glasses incorrectly stored and broken in the wrong glass racks will be charged the replacement cost plus delivery. We reserve the right to charge an administration charge of between twenty and fifty pounds plus value added tax in addition to extended hire whilst we attempt to repatriate lost or missing hire items from a client or hirer that is absent or uncontactable.

The Hirer shall fully indemnify Outside Catering Hire in respect of all claims by any person whatsoever (including the Hirer, his Servants, Agents, Employees and Public) for death or personal injury or damage to property caused by, in conjunction with, or arising out of the use of hired items and in respect of all costs and charges arising under Statute or Common Law or otherwise.

Extended Hire & Long Term Rental The hirer is responsible for daily cleaning and maintenance on hired or rented items. Any mechanical engine driven device must have daily and weekly checks. Periodic six week maintenance and safety checks are the hirer's responsibility and cost. Replacing and topping up oils, water and filters is the responsibility of the hirer, as is the cost. All generators require an oil service after 200 hours. When entering into a contract with the company the hirer agrees to maintain and service mechanical devices whilst in their custody and control and provide evidence in detail on demand. Gas canisters are provided as a seventy two hour hire item. During long term or extended hire periods of LPG gas heaters or LPG catering equipment, LPG gas canister or gas bottle hire charges are highlighted as a single seventy two hour hire item. The seventy two hour hire period allows time to refill the Hire Company's LPG gas stock ready for exchange or resale to other customers.

Hire customers that keep gas bottles or canisters over the seventy two hour hire period will be charged one seventy two hour period per week until the gas canisters or gas bottles are returned.

Our cancellation policy in respect of Extended Hires or Long Term Rentals is that quotes have been provided throughout the duration of the requested or agreed period, the onus is on the hirer or renter to ensure that the equipment will be required throughout the duration, the equipment is on your hire throughout the booked period. Pre-booked hire periods of equipment excludes the Company from hiring said equipment. The company will not make any refunds against any discounted or early termination, of part, or all of any Extended Hire or Long Term Rental periods, for any reason unless specifically agreed in writing prior to delivery.

Bank Holiday Delivery and Collections Standard deliveries or collections on Bank Holiday days are provided strictly subject to driver availability unless Time Specific transport is booked and paid for in advance. We aim to collect hire contracts on the first or second working day following a Bank Holiday. Our ability to collect hire contracts post Bank Holiday depends on drivers' hours, traffic congestion, road works, festival and event hold ups, road closures. No claims for inconvenience will be considered for post Bank Holiday collections or any other collection or delivery delays out of our control.

Engineer Support & Fryers Engineer phone support is available prior to event day, on the event day, and during an invoiced extended hire period. Please ensure that any appliances, plugs, regulators, taps, switches, doors, shelves delivered to site are checked on arrival or as soon as practicably possible. Clients that rely on electrical extension leads, do so at their own risk and expense. Each and every item dispatched is tested for normal operation prior to loading thus avoiding any inconvenience on the event day. Those clients that hire fryers should be aware that various safety devices are fitted by manufacturers to avoid ignition of the cooking medium. Different oils and shortenings have varying "smoke points". Manufacturers limit the risk of ignition of those mediums by fitting high temperature safety devices which shut down the fryer at around 200 degrees centigrade +/- 10%. For continuous fryer use customers are advised to set the factory fitted thermostat in conjunction with an accurate calibrated temperature probe. Please note that there may be a temperature "spread" of up to 20 degrees between the fryer thermostat switching and the final resting temperature. You should continue to check the temperature of the fryer medium for 1 – 2 minutes to see what the final resting temperature records on your probe. Different design fryers - 3 tubes, 4 tubes, single element, double element

all have a different temperature "spread". The maximum temperature we can guarantee for reliable fryer use is 180 degrees centigrade. Please note all gas fryers have a labelled notice drawing attention to excessive frying temperature.

Kitchen Equipment Install All quotes are given on the strict understanding that the Hirer specifically informs the Hire Company where utility services are located before delivery by electronic mail. In the absence of specific information, the Hire Company will assume gas, electric, mains water, grey or foul drainage is within two metre vicinity where appliances are being installed. Room or marquee sizes must be disclosed in advance of each build. Any delays in build or break down caused by other trades or contractors working in the same area, or access or egress delays from deliveries or collections will be charged at thirty pounds per hour outside the M25 and seventy-five pounds per hour per person inside the M25, and double rate after 22.00hrs. The cost of bringing services to within two metres will be charged as a supplementary charge and paid for before the service is provided. All electrical, gas and water connections are strictly the responsibility of the Hirer unless specifically requested in writing. Water supplies and containers are solely for the purpose of wash up or cooking with boiling water. 25 litre non-potable water containers can be ordered in advance of an install. Parking meter feeding and or obtaining parking permits is the responsibility of the client and or their principles. All charges for parking, clamping or towing will be charged back to the hirer or client. If any venue, marquee, kitchen or room has vermin, pests, spores, damp, or dust, the client will deal with or reimburse treatment or cost of equipment required to eliminate the same.

Use of Equipment The onus is on the Hirer or their Agent to have sufficient knowledge in the use and connection of equipment that is being hired. You must ensure that you have, or someone else has the necessary skills and knowledge in the operation of all electrical and LPG appliances. The Hire Company will not accept any claims for hiring of incorrect equipment or the lack of knowledge in its use, installation, or disconnection. We do not engage as event organisers and do not run a chefs' training school on demand. Any advice given is solely and strictly an opinion of a member of staff which cannot, and will not form any part of any contract or invitation to hire or treat. If you move appliances or heaters with gas canisters connect there is a likelihood that damage will occur to panels, gas valves, or gas regulators. Replacement parts and labour will be charged post event.

Damage by Porters or Event Crew The onus is on the Hirer or their Agent to have in place on delivery and collection persons knowledgeable to be able to move hired equipment from the delivery vehicle tail-lift to the area of use and from the area of use back to the collection vehicle tail-lift without damaging hired equipment. We advise that any hired item higher than chest height should be portered by two persons, 'one in front and one behind the item' Casters are fitted to most appliances to 'aid the movement of hired equipment on flat level ground'. Avoid running over plugs, dragging power cables on the ground, dragging equipment through gravel, cobble stones, flag stones or any other uneven ground surface which is likely to break or damage the equipment. Catering oven circuit boards, motors and switches are regularly broken by rough treatment. Gas appliances that are moved with gas bottles inside will require examination of gas valves to determine if damage has occurred. Bent patio heater panels and bent patio heater support tubes are classic signs of movement with gas bottles inside and possibly still attached to the gas regulator. All and any damage is charged to the Hirer.

Alterations & Changes The Hire Company recommends prior to paying for a quotation or proforma the Hirer should seek advice as to costs and viability of delivery and collection, and stock availability. No reduction in booked stock levels can be made post payment. Cancellation requests post payment will be subject to an administration charge of fifty pounds plus vat in any event or circumstance. Some cancelled confirmed hire contracts resulting from Covid-19 lockdowns of wedding venues can be postponed to a different date in the

following year. After a postponement has been administered, the Company will not issue any refund after a subsequent postponement or cancellation request. During a Lock Down only a request for partial refunds will be considered and if qualified for refund will be less administration costs of the booking and post cancellation administration, see below section for full details - Covid-19, Coronavirus, Lockdown Cancellation, Tier 1,2,3,4,5

Hire of Heaters The onus is on the Hirer to establish the correct heaters for their requirements. In the absence of a site visit, the Hirer, their agent, or event organiser books heating equipment based on their local knowledge and understanding of their heating goal. Heaters are offered for hire on the strict agreement that the fuel or energy sources to power said heaters if not supplied by the hire company excludes the Company from any liability from failure. Customers that provide their own kerosene, diesel, gas oil, LPG gas, natural gas or electricity do so on the strict understanding they exclude the Company from any on-site attendance obligations whatsoever outside of office hours. Requests from the Hirer to attend a heater failure does so on the basis of technician chargeable Call Out or Swap Out charge in addition to any previously paid hire charge. All heaters are tested prior to delivery and are supplied with clean fuel and are tested on a reliable electrical or gas supply. Hirers should not dispense liquid fuels from cans or containers. Only designated fuel storage or dispensing devices should be used either from a fuel service station or bowser supplied from the hire company. Any kerosene, gas oil, diesel, dispensed into the Hire Company heater or generator from any other storage vessel will be pumped out and disposed of. The Company shall change all fuel filters and clean fuels tanks charging the cost or works to the hirer's deposit.

Hire of Generators, Fridge & Freezer Trailers – Chiller Trailers The Company supplies generators and chiller trailers on a Do It Yourself basis. The Company does not include any technical installation during delivery. All generator and chiller delivery and collections are to, and from a hardstanding. If an off road delivery or collection is required to be positioned off a hard standing the Hirer must advise and reserve the correct delivery vehicle or 4x4 prior to arrival to site. Please note; none of our Hire Contracts include four wheel drive deliver or collection vehicles unless specifically booked as a line entry on your quote. In the event of an off road delivery or collection the onus is for the Hirer to provide Euromats or Trackway in areas where vehicles are likely to get stuck in mud. Please bear in mind conditions deteriorate rapidly the more vehicles that drive on wet ground or grass. In an off road delivery or collection contract additional time, second delivery attempt, second collection attempt, and waiting time will be charged whilst the event organiser or client give further instructions. Any valet cost of cleaning mud off the generator, chiller trailers or 4x4 vehicle will be recharged post event. In a situation whereby an off road service is made under duress or on demand without notice, the cost of any off road recovery service required to repatriate the Company's vehicle onto the public highway will be charged to the Hirer's deferred deposit. The Company reserves the right at all times to sub-contract off road deliver or collection services either pre-booked or on-demand. The Hirer agrees to reimburse all costs arising from off road delivery or collections including pressure washing and or valeting the vehicle and or generator back to a pre-off road condition. The Hirer's responsibility is to protect Generators, Fridge Trailers, Freezer Trailers, Heaters and other Refrigerated equipment from man-made contaminated airborne cooking grease or oil, man-made materials, plastic bags or similar blocking or restricting material or natural vegetation, leaves, pollen or air born seed material from blocking or contaminating air intakes, evaporators, condensers, radiators, grilles of those items which are likely to cause contamination, failure or necessitate repair of cleaning of the same. Any costs or failures resulting from contamination or blockage shall be borne by the hirer.

Refrigeration equipment will be supplied on demand after a deposit and or full payment is made either by Debit Card, Credit Card or BACS payment. The Hirer will provide two contact telephone numbers and an address in the UK where the hirer resides. NHS - Please refer to your [NHS Cold Chain guidelines](#) when using these or any fridges used for vaccine storage. The hirer is responsible for maintaining and recording fridge and freezer temperatures for a minimum of eight checks per 24hr period. The onus is on the hirer to check that the

temperatures are set correctly within the range required for storage of food and drinks. No claims for spoil or loss of any products will be considered if the hirer fails to carry out temperature checks. Clients are responsible for providing "clean power" with no more than +/- 5% variation in voltage. Chiller hires of more than 4 weeks require maintenance checks which is additional to hire period costs. It is a strict condition of the hire company that no claims for loss will be considered if the hire company replaces any fridge or freezer chiller that may develop a fault within 6 hours of request. The Hirer is responsible for managing the refrigeration and security of the hired equipment. The Hirer is responsible for any losses caused by negligence or theft. The Hirer agrees to cover a total loss under insurance terms "New for Old", not "Indemnity". The Hirer agrees to provide clear and timely access during delivery and collection with ground Trackway or similar prior to delivery or post event. Driver delays of more than 15 minutes during delivery and 15 minutes during collection will be charged post event at the rate of twenty five pounds plus vat per excess twenty minute increments or part increment.

The Hirer is responsible for reporting refrigeration or heating variations and is held to strict proof of any losses within twenty four hours by producing an itemised schedule, making stock available for collection or delivering up any lost stock on demand. No claims will be considered for equipment failure whilst being used under temporary event power, during or after lightning storms. The Hire Company shall only consider any losses if replacement of refrigeration fails to take place within six hours of the Hirer requesting replacement of a unit and if only the unit's failure is due to negligence or poor maintenance. If a unit requires exchange or replacement the Hire Company's responsibility is only to deliver to a hard standing for the customer to swap contents or connect cables. No labour is included in any exchange which is chargeable if used (on demand or under duress) or required to move, exchange, or salvage stock. Hourly on site rates will be charged post event at the rate of seventy five pounds an hour during office hours, or one hundred and twenty five pounds an hour Saturday or Sunday up to twenty two hundred hours. Thereafter, all other times one hundred and seventy five pounds per hour including travelling and time on site.

20,000 Stock Lines in 30,000 sq ft Vast stocks of hire equipment are available from our own inventory across several warehouses over the UK. Orders are processed on our current availability as dictated by Inspire or TSS Software Solutions. If hire items are lost, damaged, stolen or delayed we will endeavour to replenish our stocks to satisfy pre-booked orders. On the very rarest occasion that stock is unobtainable the nearest substitution will be advised in advance of delivery.

Loss, Theft or Negligence If a hire item has been lost, stolen or damaged due to negligence the Hirer agrees to reimburse the Hire Company on demand. Until missing hire items have been repatriated or their fate is confirmed by the Hirer extended hire charges accumulate. If the hire payment has been paid by card payment the Hirer agrees to replace the missing items by the same method without the necessity for further authorisation. An administration charge of thirty pounds will be charged against deposits for arranging replacement of lost or stolen, vandalised or hire items damaged as a result of gross negligence. Missing items that are subsequently recovered post event which require a collection will attract a subsequent full cost collection charge, or you may deliver back to our warehouse via a signed for courier.

Accidental Damage Waiver (ADW) is applied automatically to each proforma invoice or quote to cover the workshop and administration labour content only to repair accidentally damaged hire items. ADW funds are allocated to fit or repair parts required to reinstate damaged hire items back to a Ready for Hire condition. ADW does not cover neglect, damaged caused by manoeuvring through doors, upstairs or steps or down stairs or steps, any wheeled casters, electrical leads, 13amp, 16amp, 32amp, 63amp or 125amp electrical plugs or sockets, incandescent bulbs, metal halide bulbs, LED bulbs or strip lights, electrical fuses, distribution boxes, keys, locks, resident or third party engineer or technician call outs, on-site repairs, bulb, fuse replacement,

resetting MCB, RCD, MCBO trips, lead crystal glassware, burn holes, heat or freezing damage caused by neglect, power outage, inclement weather damage, any electronic audio visual equipment, heat damage, cuts to fabrics, damage to aluminium hire items or aluminium parts, all hired items transported by customers own onward transport or movement by their porters or their client's employees, contamination by candle wax, coloured dyes, chewing gum, broken plastic, resin, or wood furniture legs, wooden tables, china, glass or stoneware items larger than 10 inches or 250mm in length, breadth or circumference. ADW is also applied in case of accidental breakages of drinking glasses, (excluding lead crystal, white china tea pots, coffee pots, vintage hire items, and china not packed as delivered), chipped china, and general wear and tear of hired items delivered and collected by our agent's or own transport or movement. ADW does not cover any damage or loss during customers own transport or movement. Any and all broken hired items must be returned or replacement value and shipping charges will be deducted from your deferred deposit. ADW does not cover damage from stacking items, negligence, water damage, dishwasher or chemical damage, seawater or sand contamination, patio heater equipment damaged from movement with gas bottles still fitted and connected inside, heat or frost damage, or damage from cleaning with scourers or chemicals, misuse of electrical or gas powered catering equipment, or damage caused by leaving or using hired equipment outside during inclement or windy weather conditions. It is the Hirer's responsibility to ensure that equipment used outside in any weather conditions is safe and secure. By entering into a contract to hire you do so on the understanding that you treat the hired items as your own and cover any or all losses either yourself or via your own insurance policy. Our hire charges represent a fraction of the value of the hired goods. Replacement items will be charged for new for old; and not indemnity. The hirer must ensure hire items which are used in conjunction with water i.e. dishwashers, combination ovens and similar items are not used or stored in sub-zero temperatures or damp conditions otherwise damage to pumps, pipes and electronic circuit boards will occur rendering them defective and in need of spares and engineer call out, none of which are covered by ADW. Historically avoidable breakages occur as a result of not repackaging tableware as received, i.e. glasses not "slopped out" and turned upside down in their transporting racks and jacks as designed for transport. China plates, tea pots, coffee pots, tea cups, coffee cups, bowls, saucers, jugs, and glasses stacked on top of each other vertically will break during transportation and will be charged for replacement cost. Plates should be returned in their hired heavy duty boxes, vertical, on their rims.

Any subsequent damage after delivery to generators, SMC TL90 and Trime lighting towers, all light bulbs, LED, incandescent or metal halide lamps, trailer jockey wheels, trailer stabiliser legs, stabiliser clamps, trailer lights, lenses, trailer wires, towing plugs, damage from wind, trees, branches, power lines, or toppling after hire contracts have commenced and been delivered, are all excluded from ADW cover.

Linen hire charge excludes the cost of professional laundry services. Linen must be completely dry before returning. Linen can be ruined by mildew if left damp or wet in a few hours. Linen and other items damaged by mildew, cigarettes, candle burns, hot cooking utensils, coloured dyes or foodstuffs will be charged to the hirer at replacement item cost. The salvage can be collected from the laundry or our head office within fourteen days, after which time the salvage will be scrapped.

Please note how equipment is delivered, the reverse packaging should be the same as delivered. If you have any doubts our Customer Service will be pleased to answer any questions.

Damaged Hire Items –Festivals, Group Events, Event Crew Any hire items (specifically patio heaters and ovens) damaged by onward transport from our tail-lift delivery by the Hirer, their Agent, or during collection by a third party vehicle will have the repairs or replacement item invoiced at replacement cost plus commissioning the appliance or item, post event from the deferred deposit. Movement of hire items by event crew, machine, crane, forklift, trailer, tractor, 4x4, aeroplane or any other mechanical steam or fuel driven device is strictly excluded from an ADW fee and should be covered by the Hirer's insurance or their Agent's insurance policy. Damage caused by movement by third party vehicles or hire Event Crew persons will be repaired or charged at full replacement parts cost and labour. The onus is on the Hirer to ensure Event Crew sympathetically treat

hired equipment and take notice of advice and notices sent by the hire company, especially for patio heaters and lighting towers. Any hire item higher than 1.5m will be top heavy and should be moved with two persons to avoid damage.

Description of Service and Hire The contract, proforma, estimate or invoice description is absolute and may not be overridden by any previous conversations or requests not listed on the document. The last electronic proforma and the contents thereof are absolute, it is your responsibility to check our interpretation of your request is correct. There is no labour time included in any hire item cost over and above loading off, or on the delivery or collection vehicle tail lift under any circumstances. All delivery and collections are off and on the tail lift by labour supplied by the Hirer. Additional time required to carry out any Hirer's requests omitted from the hire document is chargeable. Please call our office during office hours for additional prices or read the Delivery Terms sent prior to Delivery. Deliveries and Collections are subsidised by the hire revenue on your hire contract or proforma invoice. Delivery and Collection rounds are pre-programmed, loaded and committed to the day prior to a Transport Service if available, be it collection or delivery. Alterations to Transport less than twenty four hours prior to that service will exhaust that subsidised service and a new transport charge will be added and charged Post Event to cover reorganisation of delivery or collection routes.

Payment The FULL order price plus a deposit must be paid prior to delivery. The sooner the order is paid for, the quicker we can confirm stock availability and allocate the stock items to your order. Stock allocation listed on proformas or quotes will be Confirmed when paid for in full. You can secure your order with a payment made by credit card, debit card or bank transfer - see bank payment details at the foot of your proforma invoice. For advance orders where a booking deposit has been made the balance is due no later than fourteen days prior to the event date. We do not accept cheque payments for event dates less than thirty days away. Monies owed from temporary or pre-arranged credit accounts must be paid within seven days of the event date unless otherwise stated. Failure to clear a credit account within these payment terms will attract a late payment surcharge of 2.95% per month or part thereof. Credit Account facilities are granted on the basis that the level and frequency justifies the requirement. References and Company's House health checks will be made periodically.

In the event of any default of payment, the Hirer will be charged 2.95% per month or part thereof, All and any costs incurred in respect of recovery - including solicitors and any other legal fees that may be accrued will be claimed.

Force Majeure We cannot accept liability or pay compensation where the "performance or, prompt performance, of our contractual obligations is prevented or affected by circumstances amounting to Force Majeure". Such events may include but are not limited to war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear activity, wet or windy weather conditions, fire, pandemics or any events "outside our control" including hire customers not returning equipment, or equipment being damaged, lost or stolen, which is advanced booked to other hire customers.

Any information or advice given to clients is strictly an opinion of that person in lieu of data sheets or printed material from manufacturers or governing regulations. Engineers, Warehouse, Driving staff are engaged by the Company to carry specific tasks within their departments. No liability will be accepted by the company for any information given on demand which may not be accurate. Drivers are employed to deliver and collect equipment for the Company as presented or received at the vehicle tail-lift. Any acts of hostility, threatening behaviour or aggressive nature directed at the driver as a result of refusing to porter hired equipment to or from the tail-lift, will be treated as a refusal to accept or return hired good. The driver will leave immediately. Any conversations with the Company staff not connected with hired goods or the service the company's service is done so on the strict understanding that the Company will not be held responsible for any

misunderstandings, incorrect information, remarks or suggestions. Any work, assistance, conversations, information, racial or minority accusations of prejudice as a result of refusal to comply with demands will not have been authorised by the Company. All content of conversations will be strictly between the person and member of staff and without authority of the Company and the Company will not accept liability for any claims.

Outside Covid-19 or Pandemic Cancellation Rights Payment by Credit Card, Debit Card, BACS, or issuing an Order Number is confirmation that hire equipment and services have been purchased. Clients that do not have an authorised Credit Account may issue an order number to provisionally prepare for their event to our loading bay. Updating our stock systems excludes those confirmed equipment items or services for other clients to book during your hire period. Issuing an Order Number or payment is confirmation that you are liable to pay for the hire items regardless of whether or not your event proceeds unless you have hired a venue which has to close. If you delay confirming your hire order until a few days prior to your event, you run the risk of finding items out of stock. If you decide to cancel please do so in writing following up with a telephone call during office hours. If you cancel the same day you confirmed and paid we will refund 50% of your hire charges, 100% transport charges, 100% fuel charges, 100% wash up charges, 100% ADW. If you cancel giving more than thirty clear working days' notice we will refund 25% of your hire charges and 100% transport charges, 100% fuel charges, 100% wash up charges, 100% ADW. If you cancel less than thirty working days from your event date we will refund 0% of hire charges, 50% transport charges, 100% fuel charges, 100% wash up charges, 100% ADW. If you cancel following your confirmation and give less than 7 working days' notice, no refund will be made.

Full tanks of liquid Propane Gas (LPG), jerry cans of diesel, kerosene or petrol are supplied as a convenience at 'Forecourt Pump Prices' or 'Fuel Box™' prices plus 5% or 20% vat depending on the service provided. Unused and unopened fuel containers are credited at half the invoiced price. Unused quantities of road fuel diesel or fuel mixed with anti-fungal additives in generators above 10kVA are credited at invoiced full cost. Any hirer having filled a generator, heater or Lighting Tower with third party fuel, and or 'canned fuel', will be dipped for water contamination and mould, the fuel tank pumped out and new filters will be fitted. The cost of pumping and changing filters charged to the client's deferred deposit. Any mechanical devices that are delivered with fuel in their on board tanks will be costed as above and added to the Deferred Deposit amount listed on your Proforma PDF and as listed in the body of the electronic communication carrying that PDF. Current liquid energy prices are available by searching the public domain for fuel, gas, petrol, kerosene, diesel, 'Fuel Box™' or by call during office hours for up to date prices, or referring to your quote. Liquid un-pressurised fuel is either purchased at a road fuel Service Station or from bunded fuel storage bunkers whichever is the most convenient en route back to our base. The onus is on the hirer to understand, research, or hire a person or persons with sufficient knowledge to use safely any hire item using LPG, Petrol or Diesel hired items supplied by the Company.

Coronavirus, Lockdown Cancellation, Tier 1,2,3,4,5Covid-19 If you cancel a hire contract due to a new government law stopping you from using the equipment, you may request a postponement or cancel under the following terms:- A postponement administration cost of sixty pounds against full amount paid towards event to a future date after 12 months from the postponement date. A cancellation request after a change in tiers, local lockdown or national lockdown will also be considered and subject to sixty pounds administration fee for booking, plus sixty pounds administration fee to refund, issue credit notes, BACS or Card refunds. Card processing charges of three percent on the payment transaction and three percent on the refund transaction will be charged as a result of any cancellation. If you cancel giving more than seven full working days' notice of your event date after a new law or government restriction has been announced we will credit fifty percent of both delivery and collection transport charges, 50% of any fuel charges, and 50% of hire item charges, less the appropriate administration and card processing charges. If you cancel under seven full working days' notice of your delivery date after a new law or government restriction has been announced, the hire items would have

been picked, tested, in the loading bay or on the delivery vehicle. Under seven working day after a new law or government restriction has been announced, we will make the above appropriate refund or Credit Note, we will retain seventy five percent of delivery charges and charge a restocking fee of fifty pence per kilo volumetric order weight or fifty pounds whichever the greater in addition. Hire contracts that have been paid with extended hire periods of less than a month may be refunded or credit notes applied on the same basis above for only the period remaining of the extended hire. We do not operate or offer an 'off hire' service or contract unless specifically requested and agreed in writing prior to contract. We hold the Hirer to Strict Proof of an 'off hire' agreement. The proportion of any pre-booked or pre-paid remaining extended period after an 'off hire' request has been received is calculated after whole periods of seventy two hours, five days, seven days, twenty eight days and month periods are calculated. If the whole period calculates that a discount of twenty five percent or more was offered and accepted, no refund will be made unless the Company has agreed to operate an 'off hire' scheme or agreement in writing. The remaining period excluding the day of collection and excluding the initial seventy two hour or one to seven day hire period including the day of collection. One working day thereafter is not refundable after those periods have elapsed. Authorised Refunds or Credit Notes will be processed or advised within twenty eight working days of the return of your entire hire contract and or after confirmation of your cancellation. The Company will decide how monies are applied whether Credit Note or Cash Refund. The hourly cost of collection transport of an early terminated hire contracts is charged against any Refund or Credit Note at the hourly rate of thirty five pounds per driving hour and per person, plus seventy five pence per mile travelled (plus ULEZ and Congestion Zone charges) from our main distribution centre or head office whichever the nearest. All deliveries or Collections are 'off the tail lift' or 'on the tail lift' unless otherwise agreed in writing. Please contact our office by email if you require confirmation on our cancellation terms whilst operating under Covid-19 directives.

Mandatory Delivery & Collection Terms

Dear {{Customer Name}}

Hire Contract No {{000000}} is being programmed into our multi-drop delivery and collection rounds as we speak. Please check your hire contract to ensure that the telephone number(s) {{0123456789}} and {{0123456789}} are correct.

Our driver will SMS your venue contact number with a Tom Tom Sat Nav ETA +/- traffic delays when he/she leaves their previous client. The weight of your order is {{weight of order}}kgs

Delivery - we are currently scheduling your delivery on {{Delivery Day & Date}} {{Std}}

Collection - earliest *{{Collection Day}} {{Std}}, subject to available tachograph driving hours and congestion delays on the day.

Standard Anytime Delivery = Std. Delivery 07.00 - 21.00hrs Mon – Fri, includes 10 minutes of driver's time at the vehicle delivery point. The delivery is strictly "off the van tail-lift" on flat level ground in towns and cities.

Transport Service – Our standard Delivery and Collection service does not include any Portering or Installation Services within the 10 free minutes included in a Std. Delivery 07.00 - 21.00hrs Mon – Fri.

The weight of your order is {{Weight of Order}}kgs, you need organise sufficient labour on-site, or at the delivery point, to take your hired items from the delivery van tail-lift. The driver will give you an itemised copy of the hire items delivered. Please retain that **Customer Copy** and refer to it when preparing and repacking your hire items ready for collection.

Additional Charges for Portering will be made post event if during the delivery or collection hired items have to be Portered from, or to the vehicle tail-lift, either by request, demand, or under duress. Full details of charges can be found here <https://www.outside-catering-hire.co.uk/viewdetail.php?recordID=1473>

Customer Set Up - We recommend your connections to LPG or Electrical hired items is completed on {{Day before Event Day}} {{Std}} or early the following day. Connection is the responsibility of the Hirer, as is movement of hired equipment anywhere other than from the delivery point "off the tail-lift". If you move hired

equipment with gas bottles and gas pipes still attached, or heaters with gas bottles inside still attached, damage or explosion can occur. Post event charges will apply as a result – see T&Cs on website for further details.

Upgrade Delivery- You can request to pre-book an *upgrade to narrow down a delivery or collection slot, either during Office Hours, AM, PM, Time Specific, or within or 60 minutes either side of a nominated time. Full details of charges can be found here <https://www.outside-catering-hire.co.uk/viewdetail.php?recordID=1473>

Upgrade Porters - If you require hired equipment to be carried, Porters may be hired directly from Pinnacle Crew or Aussie Man & Van to assist you in unloading and loading by calling their Logistics Team at least 5 working days in advance of your {{Delivery Day}} {{Std}} delivery day or {{collection Day}} {{Std}} collection day.

Driver's Remuneration – Directly employed Agency Drivers, or Self-Employed contractors, are paid per job, subject to instructions on their Delivery Ticket {{00000}}, you also receive a Customer Copy. Subsequent and additional customer requests outside of the drivers' job ticket remit are solely the decision, and at discretion of the driver which depends on his/her workload, other timed transport commitments, and remaining tachographed driving hours. The company will collect any additional services and fees on their behalf post event.

Standard Collections - are under the same terms of a **Standard Delivery** above. Please check off returned hire items from the delivery copy left with you ensuring any hired crockery and cutlery is packed safely in the hire boxes and hired glass stacking racks provided. The driver will count boxes, racks and large items, they are not engaged to count cutlery, china or glasses.

Contact Person for {{Venue Same as Billing}}

Venue Telephone Number {{0123456789}}

Breakages - In the unlikely event that a hire items get broken, please call our office on 03333 442062 for a breakage returns box to be sent out on {{Collection Day}} {{Std}} with the collection driver.

* Collection days may vary subject to workloads and traffic conditions generally after a Bank Holiday weekend. On that rare occasion SMS collection updates will be given 24hrs prior.

****Premium Upgrades** - Weekend or Bank Holiday collections are available if pre-booked.

Please note our quotes are based on ground level delivery and collections. Van deliveries must remain on a hard standing road surface unless Trackway is provided to drive on and turn around. Time spent queuing to enter or exit event spaces, register at security check points, Covid testing, or waiting for Porters, is chargeable post event in 15 minute increments.

4x4 Off Road - Please pre-warn our logistics department if you wish to request an off-road 4x4 delivery or collection vehicle for **Generators, Fridge or Freezer Trailers**, well in advance of your event. Please also note; off road terrain becomes progressively muddier as more traffic accesses or egresses. 4x4 vehicles are not hired to drive through waterlogged or muddy fields unless the Hirer accepts responsibility for supplying [free and prompt] additional recovery assistance and a post event vehicle wash

Lifts or Stairs – will strictly require an upgraded delivery, collection and porter service. Disclose comprehensive and accurate details via email, prior to any delivery or collection. We can make a judgement and Risk Assessment under our Health and Safety at Work policy. Lifts and stairs are excluded from any standard delivery or collection. If hired items need to be repatriated without prior disclosure, post event charges will be applied.

Use of CCTV Recording – Delivery vans are fitted with CCTV for our drivers' safety and security.

Kind Regards

{{Website}}

Tel 03333 442062

Customer Self Collection Terms Collection is available from our main distribution warehouse Unit 14, Bordon Trading Estate, Old Station Way, Hampshire GU35 9HH.

Customer collection hours are strictly between 10.00am – 12.00pm and 14.00hrs – 16.00hrs Monday – Friday. Customer drop back are under the same terms as the collection.

Collection Driver Identification is required - Current Driving License + Utility Bill of less than 90 days.

Booking a collection time is mandatory by calling 03333 44 2062, if you arrive early or late you will have to wait until other customers have been served and we have a member of staff available.

Our site is a full PPE site, with fork lift trucks operating, you will need full PPE to enter the curtilage. Customers can not enter our warehouse or offices during the Covid-19 pandemic or at any other times.

Please allow up to one hour to access your order during high season.

In order to preserve the appearance, integrity of our hired equipment you will be required to email a Method Statement for high value or multiple items and appliances. Alternatively, your collection driver will be asked a few short questions on the method he/she will use to secure our hired equipment in their vehicle. If the proposed method is likely to cause damage to our equipment or injury to others, our staff will be offered (see labour rates) to comply with our Duty of Care and Duty to Mitigate any losses as a result of damaged equipment.

Your collection vehicle requirements for items heavier than 40kgs will be :-

1. Extra High Top Luton van; for patio heaters and upright fridges only.
2. Vehicle with Tail-Lift or your own lifting capabilities for items over 40kgs
3. Vehicle must have Cargo Locking, Shoring Poles, Cam Straps, Padding, and Ratchet Straps with a maximum of 1,000kgs breaking strain.
4. If your collection driver arrives with ratchet straps rated over 1,000kgs the hired equipment will not be released until the correct or sympathetic strapping is available to be used.
5. Hired appliance equipment cannot be laid horizontal and hired items with glass panels fitted requires several layers of foam or fabric padding before being released. Your driver will have to produce padding on arrival.

Please Note – The Deposit you are required to lodge against the hire of our equipment will be increased dependent on the replacement value of the equipment hired. An increased Deposit starts at £1,000 or 25% of the replacement value whichever the greater, by way of a BACS payment during the hours 09.00hrs – 16.00hrs Monday – Friday. Any additional 'on demand' equipment, boxes, crates, straps, labour or padding will be charged for Post Event from either a Deferred Deposit or BACS transfer deposit.

Generator and Fridge Trailer hires you will be required to produce a Goods in Transit insurance policy which covers New for Old, not Indemnity.

Please ensure that you comply to the above conditions. No equipment will be released from our Sunday collections are minimum 4 hours labour, please ask for the current Sunday rate.

Please be aware that damaged stainless steel panels on appliances render the appliance un-hireable in many customer environments.

Damaged casters, damaged power cables, scratched paintwork all have parts and labour costs attached to the repairs which will be charged to your Deposit or Deferred Deposit.

Hire Company staff that are engaged in loading or unloading of hired equipment are charged out at an "On Demand" labour rate of £39.00 + vat for 1 – 15 minute increments Monday – Friday and £75.00 + vat on Saturday morning. Sunday collections require a standby member of staff to drive to the depot from home.

Complaints Procedure If you have any complaint regarding our refund policy, please do bear in mind that we staff an office to answer questions and give advice, to take orders, and we also staff an office to calculate and process refunds if requested. Twice the work is required and twice the bank or credit card charges. Hired items have to be restocked, fuel products put back into safe storage or pumped out of appliances in order to be safely stored. If you postpone an event we will be happy to accommodate you again the following season. I understand the CMA have recommended guidelines for venues to follow. Those guidelines do not dictate how we run our business, the costs of running the same with delivery vehicles, warehouse staff and an office of administration staff, verses a static building with a small group of staff overseeing a varying number of guests. The difference between a venue that charges ten to one hundred thousand pounds to hire for 24 hours, and

our business that operates on small net margins from small value orders is chalk and cheese. Our approach to complaints is simple, in that our objective is "satisfied customers". If you have any reason for complaint about our products, services, website or in fact anything to do with Outside Catering Hire, then we hope you will contact us.

We will respond to you as soon as possible, no later than 14 working days. In the event of further investigation, we will reply with a definitive response within 28 working days. After delivery any missing, faulty or broken items must be reported immediately by phone and backed up by SMS or email within 8 hours of delivery. Thereafter, we are unable to entertain any claims. Our aim is a top-class service any help you can suggest to improve our service would be gratefully received. All hired items have been checked prior to dispatch. Should you experience any problem or you need advice on any hired item please call our office number for the current on call person. No claims post event will be considered unless you have strict proof of contact with our on call personnel. The Company operates CCTV High Definition cameras on their vehicles, inside and outside their warehouses. Any claims or complaints that equipment hasn't functioned correctly will be tested under HD CCTV. The resulting footage will be made available to view or copy onto a 512gb SD card supplied by the hirer or client for a limited period of 14 days, after which time the data will be overwritten and lost. Any customers that wish to query our refund algorithm are welcome to engage a forensic accountant at their own cost to establish or confirm more accurate costs.

Telephone calls are recorded for reference and training purposes.

Your contract is with Christian Faversham Ltd, all other domain or trading names are owned by Christian Faversham Ltd.

Emergency Assistance If you are able to obtain an emergency line of credit, the Hirer Expressly agrees to remunerate the Company Christian Faversham Ltd for Equipment hire, Event Kitchens, Marquee hire Event Catering or any other hire or purchase item in their personal capacity unless their employer or their Company confirms electronically, 1. by email or via 2. a website Contact Us page, that their Company or employer agrees to discharge all transport, fuel, labour and hire charges. An order reference number accompanying the Companies House registration number with the name of their bursar or accountant must be included in the initial request and in all correspondence in order to exclude and rescind their personal liability and responsibility of the debt.

Photo Disclaimer Photographs shown are the best match available for our inventory. Actual items may not be identical to images and colours may vary. If your hire item needs are colour specific please contact us to confirm the same.

Telephone calls may be recorded for training and security purposes

(E&OE) Errors and Omissions Accepted