



## TERMS & CONDITIONS 2021

### General Hire Terms

1. All quoted prices are subject to standard rate of VAT at 20 %, unless otherwise stated.
2. Unless otherwise stated that the item provided is a purchase, all goods provided are on hire and as such remain the property of More Production.
3. Standard hire terms are for 1-3 days hire as a basic hire term, hire's for longer durations are calculated accordingly.
4. Installation & de-rig is NOT INCLUDED in our basic hire prices, unless otherwise stated.
5. A non-refundable deposit may be required to secure hired items.
6. Your hire contract only is finalised once your booking deposit reaches our accounts team.
7. By confirming your booking with us you are agreeing to the terms and conditions outlined in this document.
8. The hirer assumes all responsibilities & liabilities once items have left More Production premises until they are returned to us. Where More Production have provided a delivery & or collection service, once items have been delivered, the hirer assumes all responsibilities & liabilities until they have been collected by More Production.
9. All items are checked prior to hire and on return and supplied with the suitable packaging for transportation – All shortages, damages & losses including packaging will be charged for after the hire, so please take adequate care to ensure that all hire items are returned in the same condition in which they were delivered to you with the original packaging supplied.
10. Once dry hire props have left the premises the client assumes all reasonability and liability until the props are returned. Where More Production offers a delivery and collection service, the client assumes all responsibility and liability once delivered at the venue and until they are collected.
11. Extended hire charges will be applied to props and décor that are not returned within the agreed time frame.
12. It is the responsibility of the client to undertake all safety measures for hired items in compliance with safety and fire regulations.
13. Unless otherwise agreed by in advance, all items are for indoor use only. Any items used outside are done so entirely at the hirer's risk.
14. We welcome clients to our warehouse to view props and discuss requirements with the More Production team. All props are 'used' & therefore they may well show reasonable signs of wear & tear as they are continual hire items, but we always strive to ensure to send our items out in the best possible condition.
15. Please note that any prop/ service dimensions supplied on our websites or given by employees are an approximate only.
16. More Production cannot be held responsible for any expenses/issues that develop between the client and their venue as a result of the prop(s), decor or furniture hired.

17. All Intellectual Property Rights in and to the Products and Services for the full duration are owned by More Production and are subject to copyright, design right, registered design right laws are owned by More Production.

### Payment Policy

Unless otherwise agreed **all** bookings are required to be paid in full before the agreed hire, delivery or installation commencement date. If the final payment has not reached us one day prior to your booking date, More Production reserve the right to cancel your order.

1. More Production are unable to reserve or hold an enquiry or quotation until a booking deposit or down payment has been made to secure your order.
2. All quoted prices are subject to a standard rate of VAT. Payment types accepted include:

a) BACS: please allow three working days for the transfer.

Account Name: More Production S/C: 09-01-28 Acc No: 76236193

b) Cheques are no longer accepted for payment.

c) Debit & Credit Cards: We accept payment by debit/credit card (excluding AMEX) over the phone.

d) Cash payments are not accepted

### Client Collection & Return – 'Dry Hire'

1. The client must ensure they have suitable transportation prior to collecting their hire. (All dimensions can be found on the More Production website or advised to you by a member of staff.) More Production reserves the right to refuse the release of the hire if the deemed the transportation unsuitable.
2. More Production have no responsibility to advise on the size of vehicle.
3. Collection and delivery may only be made within office hours, 9am till 5pm Monday – Friday, unless otherwise agreed with More Production.
4. Any alterations to the agreed collection & return details including dry hire terms must be authorised by your account manager contact directly. Requests for alterations made directly to the warehouse team WILL NOT be authorised. Our props are continually hired, therefore should the props be returned late, we reserve the right to charge for any consequential losses incurred in relation to the following client rentals together with extended hire charges.
5. Installation, setup, delivery and collection is not included in our 'dry hire' contract and items will not be hired if this is not agreed.
6. We require the following prior to your collection:
  - A signed booking contract with your name and contact details
  - Payment in full
  - 1 x Form of photo ID with proof of address (valid driving license)
7. All props are checked prior to hire and on return – please ensure all props are returned in the same condition in which they went out otherwise you will be expected to pay for any loss or damages that occur.

## **Curb Side Delivery & Collection**

1. Just delivery & collection is agreed with no installation & removal, known as a curb side drop off. If the hirer is not present for delivery and/or collection we reserve the right to not supply the hired items without refund or the hirer will be charged for an installation/removal service post event.
2. Any alterations to the agreed delivery & collection details must be authorised by your account manager contact directly. Requests for alterations made directly to the driver on site WILL NOT be authorised.
3. Deliveries are to one location to a ground floor loading bay by one man only. Help will be required for offloading. If no assistance is available for off loading, we reserve the right not to offload the props which would be classed as a failed delivery.
4. Upon collection, all items must be disassembled and moved to one location within the loading bay by the client. Help is required to load the items onto the vehicle. If no assistance is available for loading, or the items are not available at the loading bay we reserve the right not to load the props which would be classed as a failed collection.
5. Any failed deliveries & collections and waiting time will be charged for. In the event of last minute changes and should the driver provide additional services such as moving the items or disassembling them, More Production reserve the right to invoice for these additional charges which will be invoiced after your event and will need to be paid within 30 days of invoice date.
6. You must provide a representative to meet the driver at delivery & collection, in order to confirm the condition of the props, and the receipt or return of props as per the booking form.
7. If you are not present for delivery or collection, our delivery/collection note is final.
8. The client is responsible for allowing sufficient time and access to the venue for delivery & collection.
9. Sufficient parking must be provided for the vehicle(s) during delivery & collection – should this not be provided, any parking charges incurred during the installation will be rechargeable to the client.
10. The client is responsible for determining suitability of the venue with regards to having props delivered and installed. Individual prop measurement and venue allowances (e.g. doorways/ lifts/ stairs) must be taken into consideration and discussed with More Production beforehand.

## **Installation Service**

1. The client is responsible for allowing sufficient time and access to the venue for delivery, installation, collection & removal.
2. Sufficient parking must be provided for the vehicle(s) during delivery & collection – should this not be provided, any parking charges incurred during the installation will be rechargeable to the client.
3. The client is responsible for determining suitability of the venue with regards to having props delivered and installed.

Individual prop measurement and venue allowances (e.g. doorways/ lifts/ stairs) must be taken into consideration and discussed with More Production beforehand.

4. The client is responsible for acquiring any necessary permissions, consents or licenses to allow More Production to perform the installation services. We are happy to send over risk assessments and health and safety documents if required, please contact your account manager and they will be more than happy to provide these for you.
5. In the event of last minute changes to timing, location or hire requests, More Production may have to issue additional charges which will be invoiced for after your event and will need to be paid within 30 days of invoice date.

## **Cancellation Policy**

1. Cancellation of any event or part thereof, within 60 days of the delivery date will incur percentage cancellation fees of the rental/sale charge values as detailed below:  
Acceptance of this quotation becomes an order and is thus subject to a cancellation fee as shown:
  - Within 60 - 31 days of delivery date = 25% of the contract total
  - Within 30 - 15 days of delivery date = 50% of the contract total
  - Within 0 - 14 days of delivery date = 100% of the contract total

Where a cancellation fee is applicable, the cancellation invoice must be settled within 7 days of issue.

Cancellation of contract must be notified in writing more than 14 days prior to delivery date.

2. Any reductions to the hire contract can be made at no additional charge if notified in writing more than 14 days prior to delivery date.
3. Hires made under three days before the stated hire period must be paid via debit or credit card and the full payment will be required.
4. If on receipt of your booking deposit we have been requested to externally source specific items for your event that we do not have in stock, any losses incurred by us due to your cancellation will be expected to be compensated by the client.
5. At any point prior to the event in the circumstances that your booking is cancelled/ postponed due to COVID based restrictions imposed by government, we will transfer the booking to a revised date at no extra charge; please see our postponement terms below:-  
We will honour any orders that have been confirmed and are now required to be postponed.

If, due to high demand, we cannot give you the exact items you ordered we will provide a suitable alternative at no additional cost.

Any bookings that include any bespoke elements within your order will be discussed on a case-by-case basis.

Any booking deposits paid are unfortunately un-refundable, if the event is cancelled with no postponement date any payments that have been made to us, you can roll over to other bookings.