

# Equipment Hire FAQs

## **Our Service**

Stage Engage specialise in providing professional audio, video, lighting and stage hire for all types of events. This booklet is intended to help you answer some of the most questions you may have when hiring equipment. If you cannot find the answers to your queries in this booklet please speak to a member of our hire team.

## **Am I required to leave a deposit?**

All hires (excluding those made by credit account holders) require a security deposit before the hire commences, this is usually pre-authorised against a credit or debit card, meaning the funds are checked and ring-fenced against your available balance rather than leaving your bank. This deposit can be used by Stage Engage on return of your hire to cover loss, damage, cleaning and extra hire charges. Most banks release the authorisation hold within 10 working days of the request automatically however this can vary between banks. If you need the funds released immediately on return of your hire please speak to one of our staff. If your hire period is more than 10 days we may wish to complete the transaction and provide you with a refund on return.

## **What happens if I return my hire late?**

If a hire is returned late, you are liable for extra hire charges for the extended period, you may also be liable for any costs incurred due to your equipment return being overdue. If you find that you will not be able to return your hire at the agreed time, please contact us as soon as possible so we can try to arrange to extend your hire accordingly and make sure that equipment is still available for other customers.

## **Who is liable for the equipment whilst it is on hire?**

All liability for the equipment lies with the hirer. We do offer an insurance policy whereby we extend our cover to you for the duration of the hire. This is subject to a small premium however you will only be liable for the first part of any claim; this amount will be agreed prior to the hire commencing and will be held as your security deposit. If you do not take this cover then we still require a security deposit but you are liable for the full cost of the equipment on hire.

## **What does Stage Engage hire insurance cover?**

Taking out our hire insurance means you are only liable for an agreed set amount of any claim. Like all insurance policies there are certain things that you will not be covered for, (ie. theft from an unsecured location). Full details of our policy wording are available online or by post on request.

The insurance does not cover late returns, dirty equipment and hire extensions.

### **Proof of Identification**

If you are a new customer to Stage Engage we will need to verify your identity on collection or delivery of your hire. Please have 2 forms of ID showing your account address ready on receipt of the hire, one of these must have a recent photograph.

### **Can a third party collect on my behalf?**

If you are unable to collect your hire, you may send a third party to collect on your behalf. This person will still be required to bring two forms of ID (as outlined above) and will be responsible for checking all of the equipment is present and in working order before signing a delivery note to confirm receipt. We may also ask for you to send a copy of your ID before we release any equipment.

### **What happens if some equipment is missing on receipt?**

At Stage Engage we run a very efficient hire booking system to ensure that all hired equipment is available and delivered correctly. Please check your item list and if you find that some of the hired equipment is missing you must contact us immediately so we can investigate the cause, and endeavour to rectify any problems as soon as possible. If missing items are reported after 24hours, a full investigation will need to be carried out and you may be liable for the cost of replacements.

### **When do I need to pay for my hire?**

You are required to make full payment as per the terms on your booking contract (if you do not have a credit account, we will require full payment in order to confirm your hire).

Credit accounts are available to some customers; please speak to one of our team if you would like more information.

### **What happens if equipment fails whilst on hire?**

You must notify us immediately should you notice a problem with any the hired equipment.

If equipment fails on your hire we will endeavour to get replacements to you where possible.

If the equipment has failed due to user error you will be liable for repair or replacement charges. Stage Engage checks all equipment during the preparation and on return to make sure it is delivered in optimal condition. All electrical equipment is also safety tested at regular intervals. Should you require a copy of any of the certificates please ask a member of staff who will be happy to help.

### **I can't find the answer to my question.**

Please call a member of the Stage Engage team on **01392 248884** who will be more than happy to assist you with any queries.