

Hire Code 1473 - On Demand Install, De-Rig, or Waiting

To whom it may concern,

We offer a 'strict condition' transport service to and from our depot or storage facility 'off the tail-lift' on delivery and back on the 'tail-lift' on collection.

Your transport charge includes :-

- Tom Tom™ Sat Nav programming *"sending ETA when driver leaves a previous job"*.
- Time taken to appeal targeted PCN charges plus Admin costs to eventual payment
- Driver overtime rates resulting from traffic, demonstration, VOSA or fuelling delays
- Mobile phone communications between driver and base or driver and client
- 8 x CCTV Camera System on 2TB DVR with live Streaming on Demand
- In Cab driver Tachograph device with VOSA SMART downloading
- Vehicle Ministry of Transport testing certificate 12 monthly
- Providing a reliable delivery or collection vehicle
- Taxes to drive through Congestion Zones
- Providing Satellite Tracking system
- Taxes to drive on the road
- Taxes to drive into ULEZ
- Vehicle Fuel Taxes
- Vehicle Insurance
- Admin Support
- Vehicle Driver

What does on and off the 'tail-lift' mean ?

We have provided a trained driver who has delivered your hired equipment to the nearest parking point as dictated by the Hirer at the address, disclosed at the point of order. Your event organiser or event crew take and return hired goods to the Driver at the tail-lift.

The driver's job is to unpack, unstack, and un-strap hired equipment and present the items on the tail-lift of the vehicle for the recipient to porter into their venue. The collection is a direct reverse of delivery. If you are unable to provide an 'off-road' parking space for an Ambulance size vehicle, you can either risk a PCN and cost thereof for illegal parking, provide porters to go to the vehicle in a legal space, or request that the driver Porter the equipment from a parking space at Risk of a PCN. The driver decides the fate based on his work-load and pre-booked clients with upgraded time-slots.

The ten free minute time allowance is 'exhausted' when our administration are contacted by the driver for directions. Stairs, steps, gates, gravel paths, banks, slopes, doors, or through a dwelling or structure are only negotiated after a Risk Assessment is carried out. We can recommend Pinnacle Crew, Aussie Man & Van or Ward Thomas removals if you require or wish 'others' to porter your equipment.

The Company or the Driver do not offer or provide any insurance cover during On Demand Porter Services. It is Strict Condition annexed to the original contract that the Venue Owner, Manager or their Agent provides their own insurance cover against Damage and any Driver Injury prior to any commencement of Portering. By signing the Driver's Delivery or Collection Ticket authorising portering or portorage you agree to waive all, and any claims for damage

to property or third party personal injury in the process. If nobody is available to sign, the hire contract can be extended to a more convenient date or the Contract to Porter can be determined by an SMS "Authorise to Porter" The Driver's decision will be final based on their knowledge, Health & Safety and or available remaining driving and working hours left in their day.

If the hire contract is extended or porter services are required a further payment card Deferred Deposit is run to cover the amount required to cover estimated time on site and or extended hire costs whichever is decided at the time.

Due to a reduction in available staff, increased labour and insurance costs, the Company does not provide any Depot unloading or loading support or staff. If you wish to collect from a Depot you will need Photo ID, Utility Bill less than 3 months old, suitable vehicle, with tail-lift and a pallet mover.

Customer Collect and Drop Off (only) is palletised ready to move out to your collection van. You will need to book a specific time slot to collect or drop off between 05.30hrs – 08.00hrs or 16.00hrs - 18.00hrs Monday through to Friday as determined by the Driver's start or return time at each depot. You will need to provide proof of training in strapping and padding hired equipment by completing a short questionnaire with our administration team. The Deferred Deposit amount is doubled to cover additional damage risk.

Our Company Tail-Lift delivery and Tail-Lift collection is **NOT** normally palletised unless stated on your pro-forma invoice. The majority of transported hire items arrive in convenient loose stackable Euro boxes and glass stacking racks which are added to you hire ticket during the picking and packing process and they are charged for post event. If you wish to provide your own heavy duty Euro stacking boxes please drop them into our depot at least 5 working days before your collection day.