



KEYNOTES AUDIO

online - at home - studio - on location

www.keynotesaudio.com

"A sound choice"

Keynotes Audio Terms and Conditions

Keynotes Audio is owned and operated by Stephen John Jane.

Business address:

3 Wake Grove

Warwick

CV34 6PN

Equipment hire

This document and all contained within it relates to the hire of all of our equipment, including but not limited to audio visual equipment and marquee equipment, referred to as "the MarqBo" for the rest of this document, between Keynotes Audio and the customer as named within our agreed individual invoice. This is covered in 3 sections:

1. Audio Visual Equipment Hire
2. MarqBo Hire
3. Event/DJ Bookings

1. Audio Visual Equipment Hire

Our equipment will be delivered and installed correctly for you to use. The area to install will be inspected and if deemed satisfactory, we will begin to install your hired equipment. Should the area not be suitable, an alternative site, where possible, can be suggested.

Should we decide your site is unsafe and we cannot find a suitable location, we reserve the right to cancel your hire agreement. It is your responsibility to ensure and carry out a risk assessment of the intended area prior to your hire date. Should your hire agreement be cancelled due to the site being unsuitable, no refund will be given. Should you require any help with choosing your location, please get in touch prior to your booking. Keynotes Audio will always be happy to advise suitable locations.

Any damage reported at the time of installation will be accepted as part of the equipment return process at the end of your agreed hire term. The start and end time and date along with the agreed address to install our equipment relating to your hire agreement can be found on your hire agreement form and invoice.

Using your hired equipment

We pride ourselves on a quality service, providing professional range equipment which provides you, our customer, with a high level of satisfaction when it comes to confidence when hiring from us. Keeping our equipment in a clean and serviceable condition is important to us all. Please take every precaution to keep our equipment in the same condition as supplied throughout your hire period. Whilst Keynotes Audio understands accidents happen, we do operate a fair damage policy which is set out for you below.





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Fair Damage Policy

Keynotes Audio takes great pride in supplying a professional service. All of our equipment is checked regularly for signs of damage and repaired / replaced as necessary to ensure it reaches you in a safe and usable condition. Once we have installed our equipment, you will be asked to complete a hire satisfaction form which details any damage found after installation and prior to the handing over to you, our customer. Photo and address proof of identification will be required for all hirers. These details will be kept securely until the end of your hire agreement as set out in your invoice. (Invoice number as stated above) Photos may be taken to support any future claims.

Upon ending your hire period and our representative inspecting equipment belonging to Keynotes Audio before being dismantled, any damage to our equipment will be recorded and costs relating to repairing or replacing our equipment must be paid in full (Unless Keynotes Audio agrees to waiver the costs by fair damage policy (exception) as set out below, by the hirer.

We will always replace damaged items with the original manufacturers equipment where possible. By agreeing to our fair damage policy, the named hirer as per the above invoice number accepts full responsibility for costs incurred to replace any parts damaged to equipment belonging to Keynotes Audio during your hire term.

Fair Damage Policy (Exception)

Accidents happen! The best way is to "Own up" in the first instance. We will take each damage case upon merit and listen to your explanation to determine what went wrong. Stephen and Tanya Jane, Keynotes Audio owners, reserve the right to determine whether or not the hirer is deemed responsible for the cost of repairs in full, part or may choose to accept your case and waiver the costs incurred.

We will remain professional with our decision and our decision upon your final requirement to accept part, full or have nothing further to pay is wholly our decision. Our decision is final. Should you choose to contest our claim, you may do so by writing to us in the first instance where we can review our decision based upon evidence gained during the agreed hire period.

Dismantle and removal of equipment from site.

At the agreed time, set out in your hire agreement and as your invoice (As above) if agreed as part of your hire period, our representatives from Keynotes Audio will return to the agreed hire location. Our representative(s) will inspect all hired equipment prior to dismantling and shall record any damage that has incurred during your period of hire.

Hopefully, our equipment will be in the same condition as when we installed it. If this is the case, we will dismantle and remove from site. We will provide you with evidence of a satisfactory return. This may be a text message to the hirer's mobile telephone or a written document. Once our representative(s) have left the site, your hire period ends.





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Should damage be discovered that was not present at the time of installation (Where the hirer signed the hire satisfaction form) We will at this point discuss any additional damage and ascertain a plan to rectify the damage found as set out in our fair damage policy. Once we have agreed a plan and have that in writing, signed by the hirer and a representative from Keynotes Audio the hired equipment will be dismantled and removed from site.

Any damage to equipment by representatives of Keynotes Audio will be deemed not the hirer's responsibility.

Payment agreement

All equipment belonging to Keynotes Audio remains the sole property of Keynotes Audio throughout your hire term as agreed and during any set up and removal process, including transportation to and from your agreed hire site. At no time, without exception, will equipment belonging to Keynotes Audio transfer ownership. Your payment in full secures your booking, hire term and any activity relating to your hire agreement as set out in your invoice (As above) Your payment in full also agrees the full terms and conditions set out by Keynotes Audio and contained in documents relating to your hire period that have been signed by the hirer.

Responsibility

Equipment belonging to Keynotes Audio becomes the responsibility of the hirer, during the term of hire. Damage caused by neglect, misuse or activity which results in the hired equipment belonging to Keynotes Audio in the hire agreement as per invoice (As above) being damaged or stolen during your term of hire will be deemed the hirer(s) responsibility and any cost to replace or repair will be met by the named hirer as detailed in the invoice (As above).

2. "MarqBo" Equipment Hire

The MarqBo is a combination of a heavy duty gazebo and small marquee. This document and all contained within it relates to the hire of the MarqBo between Keynotes Audio and the customer named within our agreed invoice.

MarqBo Installation

Our Marqbo will be delivered and installed correctly for you to use. The area to install will be inspected and if deemed satisfactory, we will begin to install your hired equipment. Should the area not be suitable, an alternative site, where possible, can be suggested. Should we decide your site is unsafe and we cannot find a suitable location, we reserve the right to cancel your hire agreement.

It is your responsibility to ensure and carry out a risk assessment of the intended area prior to your hire date. Should your hire agreement be cancelled due to the site being unsuitable, no refund will be given. Should you require any help with choosing your location, please get in touch prior to your booking. Keynotes Audio will always be happy to advise suitable locations.





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Full instructions will be provided for detaching and refitting removable panels as supplied by the manufacturer. Once we have installed the MarqBo, we will ask the hirer to complete a walk around check with our installation team and agree to the condition of the sides, roof and frame and any other equipment supplied for your hire by Keynotes Audio. Any damage reported at the time of installation will be accepted as part of the equipment return process at the end of your agreed hire term. The start and end time and date along with the agreed address to install our equipment relating to your hire agreement can be found on your hire agreement form and invoice.

Using your hired equipment

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Fair Damage Policy

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Fair Damage Policy (Exception)

Accidents happen! The best way is to "Own up" in the first instance. We will take each damage case upon merit and listen to your explanation to determine what went wrong. Stephen and Tanya Jane, Keynotes Audio owners, reserve the right to determine whether or not the hirer is deemed responsible for the cost of repairs in full, part or may choose to accept your case and waiver the costs incurred.

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Hopefully, our equipment will be in the same condition as when we installed it – If this is the case, we will dismantle and remove from site. We will provide you with evidence of a satisfactory return. This may be a text message to the hirer's mobile telephone or a written document. Once our representative(s) have left the site, your hire period ends.

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Any damage to equipment by representatives of Keynotes Audio will be deemed not the hirer's responsibility.

Payment agreement

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Responsibility

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3. Event / DJ Bookings

When an event is booked which requires the attendance of either Stephen Jane or Tanya Jane, this must be paid for in full at least 14 days in advance, or within another time frame as detailed on your booking agreement. If full payment is not received within this time frame, Keynotes Audio reserve the right to cancel the booking. Any deposit paid will be rendered non-refundable in this instance.





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Keynotes Audio will require access at least 1 hour prior to and after the end of your event to allow for safe construction and pack-down of any equipment on site.

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Should we decide your site is unsafe and we cannot find a suitable location, we reserve the right to cancel your booking. It is your responsibility to ensure and carry out a risk assessment of the intended area prior to your event date. Should your booking be cancelled due to the site being unsuitable, no refund will be given. Should you require any help with choosing your location, please get in touch prior to your booking. Keynotes Audio will always be happy to advise suitable locations.

Disclaimer

This document forms a binding part of your booking.

