

Rentertainment

Booking Terms and Conditions

By accepting the quote and paying the deposit you agree to the following terms and conditions of hire of our services. We recommend you print T&Cs out for your own records.

Venue Location

It is your responsibility to ensure that all address details of the venue are correct including a full postcode. Rentertainment cannot be held responsible for any errors or delays resulting from incorrect or missing address details.

Access at Venue

It is your responsibility to ensure that there is access for us to unload and load at the venue. This includes parking of our vans during the unload/loading period. In the instance that the only parking for access is on restricted parking you will be liable for any parking fines that may occur.

Events Beyond our Control

Rentertainment cannot be held responsible for any circumstances that may prevent us from attending your event, these may include but are not limited to severe weather conditions, traffic delays, breakdown of our vehicles, staff sickness or equipment failure. In the case that we cannot attend or fulfil your hire due to events beyond our control we will contact you or the venue as soon as possible. In these instances our liability will be limited to refunding all of monies paid.

Set-up

It is your responsibility to ensure that the venue has agreed for our service to be in attendance at their venue at the agreed time. This also includes ensuring that there is access to enter the venue and enough space with a power socket in close proximity of where the studio is to be (within 10m). If there is insufficient space for Rentertainment to set up, you will still be charged the full hire amount. It is your responsibility to inform us of any circumstances that may make setting the studio up take longer, these may include going upstairs, a long distance from unloading area to set-up area etc. If we are not aware of these and the set-up takes longer than usual your hire period may be used as part of the set-up period.

Hire Period

Rentertainment will arrive to set up at least 1 hour before the agreed time. The hire period will commence from the agreed period of time as per the booking form and finish at the agreed time. In the event that Rentertainment is not ready to commence at the agreed time due to our fault we will still give you the agreed hire period by extending the finishing time of the hire. In the event that the hire does not start at the agreed time as setup has been delayed due to either the venue not allowing access on time or your events are over running the hire will still end as per the agreed time on booking form. In the event that we have set up in time but the hire does not start at the agreed time due to over running of previous activities by yourselves or venue the hire will still end as per the agreed time on booking form.

Termination of Hire

Rentertainment will not tolerate any abuse or threatening behaviour to our staff. If this does occur Rentertainment are within their right to terminate the hire. We are providing a service to yourselves and guests and therefore feel that our staff should be treated with the respect they deserve.

Rentertainment are also within their right to terminate a hire if they feel that any equipment or property belonging to Rentertainment is in danger of getting damaged or has been damaged due to unruly behaviour from guests. We also reserve the right to refuse guests studio area if we feel they are too unruly.

In any instances where we feel there is a need to terminate the hire we will always speak with the host first to try to resolve the matter before terminating. If we do have to terminate the hire due to reasons stated above, the full cost of hire is still payable and we will not issue any refunds for hire time that has been cut short.

Damages to our equipment

If for any reason our equipment get damaged during the hire period by one of your guests you will be responsible for the cost of repairing or replacing the part. If our equipment gets damaged the hire will be terminated as per termination section above.

Cancellation — over 30 days' notice

If you need to cancel you booking with more than 30 days' notice you will lose your 50% deposit. If the event is just being postponed (maximum of 60 days) and we are available for the new date we will honour the booking and you will not lose your deposit but there will be a \$100.00 admin fee for this.

Cancellation — less than 30 days' notice

If you need to cancel you booking and give us less than 30 days' notice you will be liable to pay for 75% of the quoted total amount for the job. If the event is just being postponed (maximum of 60 days) and we are available for the new date we will honour the booking and you will not lose the 75% but there will be a \$100.00 admin fee for this.

Cancellation — less than 14 days' notice

If you need to cancel your booking and give us less than 14 days' notice you will be liable to still pay the full amount of the hire. If the event is just being postponed (maximum of 60 days) and we are available for the new date we will honour the booking with the full payment but there will be a \$100.00 admin fee for this.

Use of video/images by us

By booking us for your event you are of the understanding that we may use any of the videos/images of yourselves and your guests for any suitable means, this includes but is not limited to advertising and promotional material either in print or on the internet. By us attending your event we are of the understanding that permission has been granted to do so by yourselves and your guests.