

1) Contractual Agreement

Upon the completion of the payment process for the equipment hire, you are entering into a legally binding agreement with Nextwave Media Group Ltd. The terms and conditions of this contract are detailed in the documentation provided to you, either as a PDF document or in printed form. It is imperative that you thoroughly review these terms. If you proceed with the rental without expressing any concerns regarding the agreement before the delivery of the equipment, it will be understood that you fully accept the conditions as stated.

2) Age and Identification Verification

To ensure responsible use of our equipment, we strictly provide hire services to individuals who are 18 years of age or older. During the hiring process, we require two forms of identification, one of which must be a photo ID such as a Driver's License, Passport, or a PASS scheme card. These measures are in place to verify your identity and age accurately. The equipment must be received by an individual who meets the age requirement and can provide identification and proof of registration for our records.

3) Security Deposit for Damages

A security deposit amounting to 20% of the hire cost (excluding specific items like dance floors, staging, and light-ups) is required for AV equipment hires. This deposit is processed through a secure payment link and is refundable after the equipment is returned in the condition it was hired out, without any damage. This deposit is crucial for covering potential damages that might occur during the hire period.

4) Reservation Deposit

A reservation deposit, calculated as 20% of the total hire cost (VAT included), is necessary for securing your booking. This deposit guarantees the availability of the specified equipment for your chosen dates. It is a fundamental part of our booking process, ensuring that we can allocate resources effectively.

5) Proper Use of Equipment

As the hirer, you agree to utilize the equipment within the bounds of the law and in accordance with the manufacturer's guidelines. This includes adherence to environmental regulations, copyright laws, and any other relevant legal requirements. Any alterations or modifications to the equipment without explicit written consent from Nextwave Media Group Ltd are strictly forbidden.

6) Equipment Collection and Return

We offer flexible hiring options, including dry-hire, where the equipment is provided with all necessary accessories for operation. Upon return, the equipment must be in its original packaging. Failure to comply with this requirement will result in a non-refundable charge of £25. Our aim is to make the collection and return process as seamless as possible for all parties involved.

7) DJ hire and sound services

On supply of DJ's for your event, we aim to play and entertain your crowd to the best of our ability. We may request additional information regarding your playlists or music preferences. Please note

that we may not be able to play every single track requested, but we would encourage you to supply us with a small essentials list after discussion with your DJ.

8) Cancellation policy

At Nextwave Media Group Ltd, we understand that plans can change, and we strive to be as flexible as possible while protecting the interests of both our clients and our business. Our cancellation policy is designed to minimize losses and ensure fairness for all parties involved.

Booking Deposit and Cancellation Fees

- **Booking Deposit:** A 25% non-refundable booking fee is required to secure your equipment hire for your specified date. This deposit ensures that we allocate the necessary equipment exclusively to your event, as per our terms and conditions.
- **Cancellation Timelines:**
 - **More than 60 Days Before the Event:** Should you need to cancel your event for any reason more than 60 days prior to the scheduled date, there will be no additional penalty. However, please note that the booking deposit and any other payments made up to that point are non-refundable.
 - **30 to 59 Days Before the Event:** Cancellations made within this timeframe will incur a charge equivalent to 50% of the total booking cost. This fee compensates for the potential loss of other bookings and the allocation of our resources based on your reservation.
 - **Less Than 10 Days Before the Event:** If the event is cancelled less than 10 days before its scheduled date, you are required to pay the full balance of your account. This reflects the significant impact such late cancellations have on our operations and the likelihood of not being able to reallocate the reserved equipment on short notice.

In the Event of Cancellation by Nextwave Media Group Ltd

- We commit to upholding all bookings and aim never to cancel an event or booking from our end. However, in the rare circumstance that Nextwave Media Group Ltd must terminate a booking, we guarantee a full refund of all payments you have made to us. This is part of our commitment to fairness and customer service excellence.

This cancellation policy is an essential component of our terms and conditions, aimed at reducing potential losses for both our clients and our business. By agreeing to these terms, you acknowledge the financial commitments involved in event planning and equipment hire, and we appreciate your understanding and cooperation.

For any further inquiries or clarifications regarding our cancellation policy or any other aspects of our service, please do not hesitate to contact us.

Additional Clauses

- **Warranties:** Equipment is guaranteed to function correctly upon delivery and is suitable for the purposes for which it is intended.
- **Liability for Loss and Damage:** You are responsible for any loss, damage, or theft of the equipment during the hire period.
- **Identification and Security:** Valid ID and proof of address are necessary for dry-hire to ensure security and compliance with our policies.
- **Cancellation Policy:** Cancellations with less than 7 days' notice incur fees, and refunds are not provided under any circumstances.

- **Equipment Usage:** The equipment should be used safely, legally, and according to the provided guidelines.
- **Responsibility for Damages:** You are accountable for any damage to the equipment and will be charged accordingly.
- **Late Payments:** Late payments attract penalties, and failure to settle invoices may lead to legal proceedings.
- **Rights and Ownership:** The equipment remains the property of Nextwave Media Group Ltd at all times during the hire period.

Agreement Acknowledgment

By making a payment or accepting the delivery of the equipment, you confirm your agreement to adhere to these terms and conditions. This contract is designed to protect both parties and ensure a positive and productive relationship.

Please sign below to acknowledge your agreement: **Customer Signature:**

Date: _____

Thank you for choosing Nextwave Media Group Ltd for your equipment hire needs. For any inquiries or further clarification, please contact us at Sales@nextwavemediagroup.co.uk or call us at 0800 593 0003. We are dedicated to providing you with high-quality equipment and service for your requirements.