Dry Hire Terms and Conditions

Nine Yards Bell Tents Ltd · Company no. 14888131 · VAT no. 443978061 ·
info@nineyardsbelltents.co.uk · 07368 328682 · nineyardsbelltents.co.uk

These terms apply where Nine Yards Bell Tents supplies equipment on a dry hire basis: we supply the kit, and the Customer puts it up, uses it and takes it down. Where we erect tents or install beds, our Installed Hire Terms and Conditions apply instead.

1. About us and interpretation

1.1 These terms are between Nine Yards Bell Tents Ltd, a company registered in England and Wales (company number 14888131), registered office 7C Hanham Hall, Whittucks Road, Hanham, Bristol BS15 3FR, VAT number 443978061 ("NYBT", "we", "us", "our"), and the Customer.

1.2 In these terms:

- **"Booking Deposit"** means 25% of the Hire Charges, paid to secure the booking.
- **"Business Customer"** means a Customer acting for purposes relating to their trade, business, craft or profession.
- **"Confirmation"** means the document we issue setting out the Hire Goods, Hire Period, Services, delivery details and prices.
- **"Consumer"** means an individual acting wholly or mainly outside their trade, business, craft or profession.
- **"Contract"** means these terms, the Confirmation, the Price Schedule (Schedule 1) and the Dry Hire Information, Safe Use and Care Guide (Schedule 2).
- **"Customer"** means the person, company or organisation hiring the Hire Goods from us.
- **"Damage Deposit"** means the refundable sum set out in Schedule 1, held against loss, damage, cleaning and other costs under clause 10.
- **"Force Majeure"** means an event outside a party's reasonable control, including extreme weather, flood, fire, epidemic, war, terrorism, government action or failure of a public utility.
- **"Hire Charges"** means the Rental plus the charges for any Services, as set out in the Confirmation.
- **"Hire Goods"** means the bell tents, beds, mattresses, mats and accessories listed in the Confirmation.
- **"Hire Period"** means the period from when risk in the Hire Goods passes to the Customer under clause 5.2 until it passes back to us under clause 5.3.

- **"Rental"** means our charge for the hire of the Hire Goods, excluding Services, delivery and collection.
- **"Services"** means delivery, collection, the Tent Supervisor and any other services set out in the Confirmation.
- **"Tent Supervisor"** means the member of our staff provided under clause 7.5 to inspect, record and protect the Hire Goods.

1.3 These terms may only be varied in writing by a director of NYBT. Where the Customer is a Consumer, statements made by our staff about the Hire Goods or Services may also bind us.

1.4 If the Confirmation conflicts with these terms on price, quantities, Hire Period or delivery details, the Confirmation applies. Otherwise these terms prevail.

2. Basis of contract

2.1 On acceptance of a quote we will invoice the Booking Deposit, or the full Hire Charges where the Hire Period starts within 7 days. The Contract is formed when we receive cleared payment of that invoice and issue the Confirmation.

2.2 We supply only the Hire Goods and Services listed in the Confirmation. Stretch tents and awnings are not available on a dry hire basis.

2.3 We accept bookings from UK-based Customers only, for use at the delivery address in the Confirmation within the UK. Other locations may be considered case by case and must be agreed in writing.

2.4 By placing a booking, the Customer confirms they are at least 18 and, where booking for an organisation, authorised to bind it.

2.5 Where the Customer is a Consumer, the Hire Period will not exceed three months. Any extension beyond three months will be under a new Contract on the same terms.

2.6 If Hire Goods become unavailable for reasons outside our control, we will tell the Customer as soon as possible and refund in full any sums paid for the unavailable items. We have no further liability for that unavailability.

2.7 Nothing in these terms affects a Consumer's statutory rights. For advice, contact Citizens Advice or your local Trading Standards office.

3. Quality of the Hire Goods

3.1 At the start of the Hire Period the Hire Goods will be of satisfactory quality, fit for their intended purpose and as described, and we will provide Services with reasonable skill and

care. For Business Customers these obligations arise under the Supply of Goods and Services Act 1982; for Consumers, under the Consumer Rights Act 2015.

3.2 A Business Customer must inspect the Hire Goods on delivery or collection and report anything missing, damaged or defective within 24 hours of the start of the Hire Period, and in any event before use, with photographs and asset numbers. Hire Goods not reported are taken as received complete and in good condition, except for defects not reasonably apparent on inspection.

3.3 Where Hire Goods supplied to a Business Customer are faulty, we will repair or replace them as soon as reasonably practicable. If we cannot, we will refund the Rental for the affected items for the period they were unusable. This is the Business Customer's sole remedy for faulty Hire Goods.

3.4 A Consumer has the rights set out in the Consumer Rights Act 2015, including repair or replacement and, where that is not possible, a price reduction or refund. Consumers should report faults as soon as possible so we can put them right.

3.5 The Customer must stop using any Hire Goods that are faulty or damaged and tell us immediately.

4. Prices and payment

4.1 Prices are as set out in the Confirmation. Prices quoted to Business Customers exclude VAT, which will be added at the prevailing rate. Prices quoted to Consumers include VAT.

4.2 Payment schedule:

4.2.1 The Booking Deposit (25% of the Hire Charges) is payable on acceptance of the quote. It is non-refundable, except as set out in clauses 11.7 and 11.8.

4.2.2 The balance (75% of the Hire Charges plus 100% of delivery, collection and Tent Supervisor charges) is due 7 days before the Hire Period starts.

4.2.3 The Damage Deposit is due 7 days before the Hire Period starts.

4.2.4 Where the Hire Period starts within 7 days of booking, all sums are due on acceptance of the quote.

4.3 All other invoices, including for damage, cleaning, late return, waiting time and any Damage Deposit shortfall, are payable within 14 days of the invoice date.

4.4 Payment is made only when we receive cleared funds in full. We will not release the Hire Goods until all sums due before the Hire Period have been paid.

4.5 If a Business Customer pays late, we may charge statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998. If a Consumer pays late, we may charge interest at 2.5% a year above the Bank of England base rate, accruing daily. All sums owed under this or any other contract between us become immediately payable.

4.6 Any dispute about an invoice must be raised in writing within 7 days of its date. The undisputed part must be paid on time.

4.7 Business Customers must pay all sums in full, without set-off, deduction or counterclaim.

4.8 With the Customer's consent, we may store their payment card details securely and use them to take sums due under the Contract, including for an extended hire, damage or loss. We will tell the Customer the amount and the reason before taking any such payment.

5. Ownership, risk and insurance

5.1 The Hire Goods remain our property at all times. The Customer must not sell, sub-hire, lend, charge or otherwise deal with them as if they were the Customer's own.

5.2 Risk in the Hire Goods passes to the Customer:

5.2.1 where the Customer arranges transport, when the Hire Goods leave our possession; or

5.2.2 where we arrange transport, on delivery to the address in the Confirmation.

5.3 Risk passes back to us:

5.3.1 where the Customer arranges transport, when the Hire Goods are back in our possession at our premises; or

5.3.2 where we arrange transport, when the Hire Goods are loaded onto our vehicle or our haulier's vehicle at collection.

This applies even if the Contract has ended or the Hire Period has expired.

5.4 A Business Customer must hold, from the start of the Hire Period until risk passes back to us:

5.4.1 insurance of the Hire Goods for their full new replacement value against all risks, including transit where the Customer arranges transport;

5.4.2 public liability insurance of at least £5,000,000 for any one occurrence, covering the erection, use and takedown of the Hire Goods; and

5.4.3 employers' liability insurance where required by law.

5.5 A Business Customer must provide evidence of the insurance in clause 5.4 before the Hire Period starts, and at any time on request. We may refuse to release the Hire Goods until it is provided.

5.6 Any insurance proceeds relating to the Hire Goods must be paid to us on demand. The Customer must not settle or compromise any claim relating to the Hire Goods without our written consent.

5.7 A Consumer must take reasonable care of the Hire Goods and is responsible for loss or damage under clause 9. We recommend checking whether household insurance covers hired items.

5.8 Insurance does not reduce the Customer's liability under the Contract.

6. Delivery, collection and return

6.1 Where we deliver and collect, we charge the rates set out in the Confirmation and are responsible for the Hire Goods while they are on our vehicle or our haulier's vehicle.

6.2 The Customer must ensure safe and legal vehicle access, a suitable unloading area, and that an authorised person is present to receive the Hire Goods at delivery and hand them back at collection.

6.3 Delivery and collection each include one hour for unloading or loading. If our haulier has to wait longer for reasons within the Customer's control, the Customer will pay the haulier's waiting time charges at cost, as set out in Schedule 1.

6.4 The Customer must give at least 3 working days' notice of any change to the agreed collection date. The Customer remains responsible for the Hire Goods until collected.

6.5 Where the Customer collects and returns the Hire Goods, this must be at the agreed times, at Gardiners Place, Skelmersdale WN8 9SP, in a suitable vehicle with the Hire Goods properly secured. Missed or rearranged slots may be charged at our reasonable costs.

6.6 If the Hire Goods are not returned, or not ready for collection, at the end of the Hire Period, the Customer must pay a late return charge of 10% of the total Rental for each day or part day until they are returned or collected, plus any additional transport costs.

6.7 Our staff, subcontractors and hauliers must be given safe access and the same courtesy as the Customer's own staff while on site.

6.8 Where a delay is caused by the Customer failing to meet their obligations, we may charge our reasonable additional costs, except where the Customer is a Consumer and the delay is caused by Force Majeure.

7. Erection, safety and use

7.1 This is a dry hire. The Customer runs the build and takedown and is solely responsible for:

7.1.1 planning, erecting, pegging, guying, installing and taking down the Hire Goods in line with Schedule 2 and any manufacturer instructions;

7.1.2 the health and safety sign-off of the Hire Goods as erected, and all risk assessments and method statements for the build, use and takedown;

7.1.3 the suitability of the site, including ground conditions, drainage and slopes, and locating underground services, cables and pipes before any pegging;

7.1.4 monitoring the weather throughout the Hire Period, and evacuating, lowering or taking down tents whenever wind or other conditions make them unsafe;

7.1.5 fire safety, including the fire risk assessment, spacing between structures, extinguishers and emergency routes, and ensuring no naked flames, candles, stoves, heaters, barbecues, fireworks or smoking inside or near any tent;

7.1.6 any electrical installation in or near the Hire Goods, which must be carried out by a competent person;

7.1.7 occupancy and supervision of anyone using or near the Hire Goods, including children around guy ropes and pegs;

7.1.8 security of the Hire Goods; and

7.1.9 obtaining all permissions, licences and landowner consents for the use of the Hire Goods.

7.2 The Customer must ensure that everyone handling the Hire Goods is competent and trained, and that a Customer-appointed supervisor is present whenever the Hire Goods are handled.

7.3 Any guidance we give about erection or use is general. We do not assess the suitability of a particular site, and our guidance does not transfer any of the Customer's responsibilities to us.

7.4 The Customer must follow Schedule 2. Any departure from it needs our prior approval. The Tent Supervisor may approve departures on site, but only as they affect the care of the Hire Goods.

7.5 Where the hire includes bell tents, the Customer must engage a Tent Supervisor at the rate in Schedule 1 for each day of unloading, set-up, inspection, cleaning and takedown. The

Tent Supervisor's role is set out in Schedule 2. The Tent Supervisor does not run the build or carry out the health and safety sign-off.

7.6 The presence, advice, approval or failure to object of the Tent Supervisor or any other member of our staff does not:

7.6.1 transfer to us any responsibility for the erection, installation, use, safety or takedown of the Hire Goods, or for the safety of anyone on site;

7.6.2 amount to acceptance of the Customer's methods or of the condition of the Hire Goods; or

7.6.3 waive any charge payable under the Contract.

8. Care of the Hire Goods

8.1 The Customer must:

8.1.1 use the Hire Goods only for their intended purpose, with care, and in line with Schedule 2;

8.1.2 not remove labels or asset numbers;

8.1.3 take all reasonable steps to protect the Hire Goods from theft, damage, fire and weather;

8.1.4 keep the Hire Goods at the delivery address in the Confirmation and not move them to another site without our written consent;

8.1.5 allow us to inspect the Hire Goods on reasonable notice, including access to the site where they are located;

8.1.6 not alter or attempt to repair the Hire Goods without our written consent;

8.1.7 tell us immediately of any loss, damage or theft, or any accident involving the Hire Goods that causes damage or injury; and

8.1.8 not do or fail to do anything that would invalidate any insurance relating to the Hire Goods.

8.2 The Customer must return the Hire Goods clean, fully dry, free from debris and in the same condition as at the start of the Hire Period, fair wear and tear excepted, packed and loaded in line with Schedule 2.

9. Loss, damage and cleaning

9.1 If Hire Goods are returned damaged, dirty, wet or incorrectly packed, the Customer will pay the charges in Schedule 1, or our reasonable costs where no charge is listed, plus the admin charge in Schedule 1.

9.2 A Business Customer will also pay the Rental for the period the Hire Goods are unavailable for re-hire while being repaired, cleaned or dried.

9.3 If Hire Goods are lost, stolen or damaged beyond economic repair during the Hire Period:

9.3.1 a Business Customer will pay the current cost of replacing them new, like for like;

9.3.2 a Consumer will pay our actual loss, taking account of the age and condition of the Hire Goods; and

9.3.3 the Customer will pay the Rental up to the date we are notified in writing of the loss.

9.4 A Business Customer will also pay, as liquidated damages, two thirds of the Rental that would have applied for the period reasonably needed to source replacements. We will use reasonable commercial endeavours to source replacements promptly.

9.5 Some damage, such as holes, stains or mould, may only become apparent when Hire Goods are unpacked, dried or next set up. We may claim for such damage by notifying the Customer, with photographs and asset numbers, within 30 days of the Hire Goods being returned to us. We will not claim for damage first notified after 30 days.

9.6 We do not charge for fair wear and tear or inherent defects, and will carry out those repairs ourselves.

10. Damage Deposit

10.1 The Damage Deposit is set out in Schedule 1 and is due 7 days before the Hire Period starts.

10.2 We may deduct from the Damage Deposit:

10.2.1 the cost of repairs, replacement, cleaning, drying and repacking;

10.2.2 additional costs we incur as a result of loss, damage, or late or incomplete return, including staffing, delivery and transport; and

10.2.3 any late return charges or other unpaid sums due under the Contract.

10.3 We will return the Damage Deposit within 7 days of the Hire Goods being received back in the condition they were sent out, fair wear and tear excepted. Where we make

deductions, we will send an itemised statement with photographs within the same 7 days and return any balance.

10.4 Returning the Damage Deposit does not prevent us claiming for damage notified within the 30-day period in clause 9.5.

10.5 The Damage Deposit does not limit the Customer's liability. Any amount owed above it will be invoiced under clause 4.3.

10.6 The Damage Deposit is returned to the original payment method and does not earn interest.

11. Cancellation

11.1 The Customer may cancel by email to info@nineyardsbelltents.co.uk. Cancellation takes effect when we receive it.

11.2 The Booking Deposit is non-refundable, except as set out in clauses 11.7 and 11.8.

11.3 Cancellation 7 days or more before the Hire Period starts: we keep the Booking Deposit and refund any other sums paid.

11.4 Cancellation less than 7 days before the Hire Period starts, or failure to take delivery or collect: the full Hire Charges are payable, less any delivery, collection and Tent Supervisor charges we have not incurred.

11.5 Reducing the quantity of Hire Goods is treated as a cancellation of the items removed.

11.6 Cancellation, postponement or reduction of the Customer's own event for any reason, including weather, licensing, ticket sales or venue issues, does not release the Customer from clauses 11.3 and 11.4.

11.7 Consumers who book by email or online may have a legal right to cancel within 14 days of the Contract being formed, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Where that right applies:

11.7.1 a Consumer who cancels within the 14 days will receive a full refund, including the Booking Deposit, within 14 days of cancelling; and

11.7.2 if the Consumer asked for the Hire Period or Services to start within the 14 days, they must pay for what was supplied up to cancellation.

After the 14 days, or where the right does not apply, clauses 11.2 to 11.6 apply.

11.8 If we cancel for any reason other than the Customer's breach, we will refund all sums paid for the cancelled Hire Goods and Services. We have no further liability for the cancellation.

11.9 Refunds are made to the original payment method. Where a bank transfer is needed, the Customer must provide their bank details.

12. Default

12.1 If the Customer breaches the Contract, fails to pay, becomes insolvent, or we reasonably believe the Hire Goods are at risk, we may:

12.1.1 suspend or withhold delivery or Services;

12.1.2 terminate the Contract;

12.1.3 recover the Hire Goods, including by entering the site where they are located (for Consumers, on reasonable notice and only as the law allows); and

12.1.4 require immediate payment of all sums due.

12.2 Recovery of the Hire Goods does not affect our right to recover sums due or damages for any breach. The Customer will pay our reasonable recovery costs.

12.3 On termination, the Customer must return the Hire Goods or make them available for collection, and pay all sums due within 14 days of invoice.

13. Liability

13.1 Nothing in the Contract limits or excludes liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited or excluded by law.

13.2 We are not responsible for the erection, installation, use, supervision, safety or takedown of the Hire Goods, or for the safety of anyone using or near them during the Hire Period, except where loss is caused by our breach of clause 3.1 or our negligence.

13.3 We are not liable to a Business Customer for:

13.3.1 loss of profit, revenue, business, contracts, goodwill or data;

13.3.2 costs of cancelling or postponing an event, or wasted expenditure; or

13.3.3 any indirect or consequential loss.

13.4 Our total liability to a Business Customer under or in connection with each Contract is limited to the greater of the Hire Charges paid under that Contract and £1,000.

13.5 We are liable to a Consumer for foreseeable loss caused by our breach of the Contract or failure to use reasonable care. We are not liable to a Consumer for business losses.

13.6 We may ask for faulty Hire Goods to be returned for inspection before accepting liability. The Customer must give us a reasonable opportunity to put right any problem before incurring costs to remedy it themselves.

13.7 We are not liable for additional loss caused by continued use of Hire Goods after a fault became apparent.

13.8 We are not responsible for property belonging to the Customer or third parties left in or with the Hire Goods.

13.9 A Business Customer will indemnify us against all claims, losses, damages and costs (including reasonable legal costs) arising from the erection, use, supervision or takedown of the Hire Goods during the Hire Period, or from the Customer's breach of the Contract, except to the extent caused by our negligence or breach.

14. General

14.1 Each hire is a separate Contract. Clauses intended to survive termination continue to apply.

14.2 The Customer's employees, agents and subcontractors must comply with the Contract, and the Customer is responsible for their acts and omissions.

14.3 We may assign or subcontract our obligations but remain responsible for them. Assignment will not reduce a Consumer's rights.

14.4 We are not liable for delay or failure caused by Force Majeure. We will tell the Customer as soon as possible and work to minimise the effect.

14.5 If any provision is found unenforceable, the rest of the Contract continues in force.

14.6 A delay in enforcing any right is not a waiver of it.

14.7 The Contract is the entire agreement between the parties and replaces any earlier agreement or representation. We are not bound by statements not set out in the Contract, except as set out in clause 1.3.

14.8 No third party has any right to enforce the Contract under the Contracts (Rights of Third Parties) Act 1999.

14.9 Where we hold property belonging to the Customer after the Hire Period, we will make reasonable efforts to contact the Customer for one month. If we receive no response, we may sell or dispose of it, applying any proceeds against sums owed, and may charge the storage fee in Schedule 1.

14.10 We communicate mainly by email. Notices to us must be sent to info@nineyardsbelltents.co.uk.

14.11 The Contract is governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. A Consumer living in Scotland or Northern Ireland may also bring proceedings in their local courts.

15. Data protection, complaints and contact

15.1 How we use personal information is set out in our Privacy Policy at https://nineyardsbelltents.co.uk/our-privacy-policy/.

15.2 Complaints should be sent to info@nineyardsbelltents.co.uk. We will acknowledge within 5 working days. Consumers can get independent advice from Citizens Advice.

15.3 Contact: Nine Yards Bell Tents Ltd · Tel / WhatsApp 07368 328682 · info@nineyardsbelltents.co.uk · www.nineyardsbelltents.co.uk · Returns: Gardiners Place, Skelmersdale WN8 9SP

Schedule 1: Price Schedule

Business Customers pay the ex-VAT price plus VAT. Consumers pay the inc-VAT price. The Damage Deposit is not subject to VAT.

Damage Deposit

Item	Deposit
Bell tent	£150 per tent
Bed (frame and mattress)	£30 per bed
Mat	£10 per mat
Minimum Damage Deposit per hire	£100

Services and hire charges

Charge	Ex VAT	Inc VAT
Tent Supervisor, per day on site	£200.00	£240.00
Late return, per day or part day	10% of total Rental	10% of total Rental
Haulier waiting time beyond 1 hour	At cost	At cost
Missed or rearranged delivery or collection	At cost	At cost

Charge	Ex VAT	Inc VAT
Storage of Customer property left with us, per week	£10.00	£12.00

Cleaning, drying and repacking

Charge	Ex VAT	Inc VAT
Tent returned wet or damp (drying), per tent	£50.00	£60.00
Tent cleaning (mud, bird droppings, debris), per tent	£40.00	£48.00
Stain treatment on canvas or groundsheet, per tent	£30.00	£36.00
Repacking (wrong bag, unzipped bag, incorrect contents), per tent	£25.00	£30.00
Mattress cover clean, per mattress	£15.00	£18.00
Mat clean, per mat	£10.00	£12.00
Mould or mildew treatment, per tent	At cost	At cost

Repairs and missing items

Charge	Ex VAT	Inc VAT
Canvas or groundsheet repair, hole, tear or burn up to 10cm	£40.00	£48.00
Canvas or groundsheet repair over 10cm	At cost	At cost
Zip repair or replacement	£45.00	£54.00
Peg, each	£2.00	£2.40
Guy rope, each	£5.00	£6.00
Peg bag or pole bag	£10.00	£12.00
Tent bag	£35.00	£42.00

Charge	Ex VAT	Inc VAT
Rain cap	£30.00	£36.00
Bed slat, each	£5.00	£6.00
Mattress cover replacement	At cost	At cost
Centre pole, A-frame, bed frame, mattress, mat or tent lost or beyond repair	Replacement cost under clause 9.3	Replacement cost under clause 9.3
Admin charge, per damage or loss claim	£25.00	£30.00

Charges "at cost" are passed on at the price we pay, supported by an invoice or quote on request.

Schedule 2: Dry Hire Information, Safe Use and Care Guide

This guide forms part of the Contract. Please read it before your hire begins.

Key points

- You run the build and takedown, and you carry out the health and safety sign-off.
- Report damage as soon as you find it. If it can be repaired on site, we will arrange this; if not, we will organise a replacement as quickly as possible.
- Return tents clean and fully dry. Remove bird droppings, treat stains on groundsheets and clear mud from doors and canvas.
- Pack each tent into the bag with the matching number, with the bag fully zipped. Unzipped bags or incorrect contents incur a repacking fee.
- Load beds in the order bed, mattress, bed, mattress, to make best use of space.
- Fold mats concertina-style: fold in alternating directions along the length, then secure with the elastic ties.

Safe erection and use

The Customer is responsible for safety throughout the hire. As a minimum:

- Assess the site before the build: ground conditions, slope, drainage, overhead obstructions, and underground services, cables and pipes before any pegging.
- Erect tents in line with the manufacturer's instructions, with every peg and guy rope in place and correctly tensioned. Re-check tension daily and after rain.
- Monitor the weather throughout the hire. Evacuate tents and lower them in high winds or storms, and do not reoccupy until it is safe.

- Keep tents free of naked flames, candles, stoves, heaters, barbecues, fireworks and smoking, inside and nearby.
- Space tents in line with your fire risk assessment, keep emergency routes clear and provide suitable extinguishers.
- Use only electrical installations fitted by a competent person. Do not run heat-producing appliances inside tents.
- Mark or light guy ropes and pegs where people walk, especially at night, and supervise children around them.
- Use beds only as beds. Do not stand on frames or use them as seating for more than the intended occupants.

Tent Supervisor

All kit is inspected before it leaves us. If you are hiring tents, you must engage a Tent Supervisor at the rate in Schedule 1. They attend unloading and set-up, and again for inspection, cleaning and takedown.

The Tent Supervisor will:

- check the kit as it is unloaded, for transit damage and against the Confirmation;
- photograph and log any kit that arrives damaged, and arrange replacements where needed;
- watch handling during the build, and speak to your build manager only if kit is being handled in a way likely to damage it;
- sign off the condition of the kit with your build manager, confirming any pre-existing damage has been logged;
- check all tents (inside and out), beds, mattresses, mats and groundsheets on the morning of takedown, before it begins;
- agree any cleaning needed with your build manager before takedown;
- check tents are packed into the correctly numbered bag with bags fully zipped; and
- help ensure the vehicle is loaded on time and leaves site on schedule.

The Tent Supervisor does not:

- run your build or takedown;
- carry out the health and safety sign-off; or
- take on any responsibility for the safety of the kit as erected or of anyone on site (clause 7.6).

Having a Tent Supervisor on site reduces the risk of deductions from your Damage Deposit, speeds up its return, and reduces the risk of haulier waiting time charges.

Reporting damage

Inspect all kit as soon as it is set up. Photograph any marks, stains or damage with a high-resolution camera and send them, with the asset number, to the Tent Supervisor or to us on WhatsApp: 07368 328682.

If kit arrives damaged: report it to us immediately and we will arrange a repair or replacement as quickly as possible.

If kit is damaged during the hire: immediately photograph it and send us a WhatsApp message with the asset number, close-up and distance photographs, and a short description of what happened. If an item needs replacing, we will arrange delivery as quickly as possible. Who pays any extra delivery cost depends on how the damage happened.

If damage or staining is found at takedown: report it to us before anything is packed. Do not pack damaged or dirty kit until we are aware. Label it with the tags provided and load it last.

Some damage only shows when kit is unpacked, dried or next set up. We may claim for this within 30 days of return (clause 9.5).

Labelling damaged or dirty kit

- Mattresses: tag through the zip hole.
- Bed frames: tag around the frame.
- Tents: tag around the outer bag handles.
- Mats: tag around the mat band, near the edge, with the tag overhanging.

Place labelled items at the top of any stack with the tag visible.

Common damage to look out for

Item	Check for
Beds	Missing or broken slats; bent frame or legs; stained, damaged or missing mattress cover; damaged mattress
Tents	Holes in canvas, often near the rain cap or the eyelet above the door; stains from make-up, grease or vomit, often on doors; holes in the groundsheet, often from rodents; burns from smokers; bent A-frame or centre pole; holes in fly sheets on doors and windows; broken zips; damaged guy ropes

Item	Check for
Tent components	Missing tent, A-frame, centre pole, pegs, peg bag, pole bag, tent bag or rain cap
Mats	Stains or holes; damaged edging; missing elastic ties

Charges for damage, cleaning and missing items are in Schedule 1.