

# HIKE TERMS & CONDITIONS

EV-ENTZ.CO.UK LIMITED (Company number 06715306)

Trading as EV-ENTZ Music

Professional Equipment Hire & Stage Services

**Effective from: January 2026**

## About These Terms

These Terms & Conditions apply to all equipment hire and services provided by **EV-ENTZ.CO.UK LIMITED** (Company number 06715306), trading as **EV-ENTZ Music**. Our services include backline hire, orchestral percussion, stage management, production support, and crew services.

**By placing a booking with us**, you agree to be bound by these terms. Please read them carefully before confirming your order.

If you require terms tailored to a specific tour, venue requirements, or insurance policy wording, please request this in writing and we'll be happy to accommodate.

## 1. Definitions & Interpretation

**EV-ENTZ** means EV-ENTZ.CO.UK LIMITED (Company number 06715306), trading as EV-ENTZ Music, with registered office at Ev-Entz Music, Crawford Street, Newport, Wales, NP19 7AY.

**Client/Hirer** means the person, company, organisation, or entity booking equipment or services from EV-ENTZ.

**Equipment** means any and all items supplied by EV-ENTZ including backline equipment, orchestral percussion instruments, sound screens, flightcases, microphones, cables, stands, AV equipment, consumables, accessories, and related items.

**Services** means any service provided by EV-ENTZ including equipment delivery and collection, installation and setup, operation, stage management, production support, crew services, and technical support.

**Hire Period** means the period from the earlier of (a) dispatch from our premises, or (b) delivery to your specified location, until equipment is returned to our premises and inspected by EV-ENTZ.

**Business Day** means Monday to Friday, excluding UK public holidays.

## 2. How the Contract is Formed

### 2.1 Booking Methods

You may place hire orders with us by: email to [hire@ev-entz.co.uk](mailto:hire@ev-entz.co.uk); telephone +44 (0)1633 250062; online enquiry form; written purchase order or signed contract; or in person at our premises.

### 2.2 When the Contract Becomes Binding

A legally binding contract is formed at whichever occurs first: (a) when EV-ENTZ confirms your booking in writing, OR (b) when equipment/services are dispatched or supplied to you.

### 2.3 Quotations & Availability

All quotations are valid for the period stated in the quote, or 14 days if no period is specified, subject to availability. We reserve the right to decline any order, in whole or in part, at our discretion.

### 2.4 Specification Changes

Any amendments to technical riders, equipment specifications, or service requirements must be agreed in writing. Changes may affect pricing and availability.

## 3. Pricing, Deposits & Payment Terms

### 3.1 Hire Charges

Hire charges and all applicable fees will be as shown in your quotation or invoice, including equipment daily/weekly hire rates, delivery and collection charges, installation and setup fees (where applicable), crew and stage management services, and any special requirements or consumables.

### 3.2 Payment Terms

Unless otherwise stated in your quotation/invoice: **Business clients:** Payment within 30 days of invoice date (or as specified on invoice). **New clients or high-value bookings:** We may require deposit or full prepayment before dispatch. **Consumer bookings:** Payment terms as specified in quotation.

### 3.3 Accepted Payment Methods

We accept payment by: Bank transfer (BACS) - preferred method; Credit/debit card (Visa, Mastercard - **we do not accept American Express**); Cash (for collection in person).

### 3.4 Late Payment

Where payment is not made by the due date, we shall be entitled to: charge interest at 8% per annum above the Bank of England base rate, accruing daily from the due date until payment is received in full; suspend services for future bookings until account is settled; apply a late payment administration fee of £50.00 plus VAT.

### 3.5 Bank & Processing Fees

The Client is responsible for all bank charges, currency conversion fees, and payment processing fees associated with their payment.

**IMPORTANT - VAT FOR OVERSEAS CLIENTS:** UK VAT applies to all equipment hire and services used or enjoyed within the UK, regardless of where the client is based. This is in accordance with HMRC 'use and enjoyment' rules. Overseas clients (both within and outside the EU) are required to pay UK VAT at the standard rate (currently 20%) on equipment hired for use at UK events and venues, as the place of supply is determined by where the equipment is used, not where the client is located.

## 4. Insurance Requirements (MANDATORY)

**CRITICAL REQUIREMENT:** The Client is solely and entirely responsible for arranging and maintaining adequate insurance coverage for all hired equipment and services throughout the Hire Period.

### 4.1 Client Insurance Responsibility

You must arrange insurance that covers the full new-for-old replacement value of all hired equipment, including: theft (from any location, including vehicles); accidental damage; malicious damage; water damage; fire damage; transit coverage (loading, unloading, courier, and vehicle transit); storage coverage (while equipment is in your possession).

### 4.2 EV-ENTZ Does Not Provide Insurance

EV-ENTZ does not provide insurance cover of any kind. The Client remains 100% responsible for loss or damage to equipment regardless of cause, except where directly caused by EV-ENTZ's proven negligence.

### 4.3 Proof of Insurance

EV-ENTZ reserves the right to request proof of adequate insurance before releasing equipment or commencing services. If proof cannot be provided when requested, we may: delay service until proof is provided; cancel the booking without liability for your consequential losses; refuse to release equipment.

### 4.4 Liability Where Insurance Not Held

If you fail to maintain adequate insurance, you remain fully liable for the new-for-old replacement cost of any equipment that is lost, stolen, or damaged, plus all associated costs.

## 5. Your Responsibilities During Hire

### 5.1 Safe Keeping & Security

You are responsible for the safe keeping, security, and proper storage of all hired equipment during the Hire Period. Equipment must only be used by competent, trained, and experienced personnel, in accordance with manufacturer guidelines and within safe operating parameters.

### 5.2 Prohibited Actions

You must NOT, without our prior written consent: modify, repair, or alter any equipment; remove labels, serial numbers, or branding; sub-hire or loan equipment to third parties; sell, pledge, or dispose of equipment; use equipment outside the United Kingdom.

## 6. Equipment Condition, Check-In & Check-Out

EV-ENTZ supplies all equipment in clean, serviceable, and good working condition, tested before dispatch. You must inspect all equipment immediately upon delivery or collection and notify us within 24 hours of any issues, defects, missing items, or damage. Failure to report issues within this timeframe will be treated as acceptance that equipment was received in good condition.

## 7. Delivery, Collection, Access & Site Requirements

We deliver to locations throughout the UK. All deliveries must be signed for by a person aged 18 or over. You must ensure safe vehicle access, parking, and loading facilities, and obtain all required venue permissions. Waiting time caused by venue access restrictions, lack of parking or loading facilities, venue not ready, or incorrect site information may be chargeable at £60 per hour (or part thereof).

Unless otherwise agreed in writing, all equipment must be: returned by 12:00 noon on the return date; packed securely in the original cases/packaging; clean and in good working condition; with all cables properly coiled and secured with velcro (not tape).

**IMPORTANT:** Any parking fines, congestion charges, or penalty notices incurred during delivery or collection will be passed on to the Client in full, plus a £25 administration fee. Equipment not packed securely in its cases at collection time will incur an additional packing charge of £40 plus VAT.

## 8. Crew, Stage Management & Production Services

Where EV-ENTZ provides crew, stage management, or production support, you must provide safe working conditions in compliance with UK Health & Safety legislation, comply with all venue H&S requirements, provide venue site inductions where required, and ensure adequate welfare facilities. Crew call times, breaks, meal breaks, and schedules must be agreed in advance in writing. Significant changes to schedules on the day may incur additional charges.

## 9. Loss, Theft, Damage & Replacement Charges

You will be charged at full new-for-old replacement cost for any equipment that is lost, stolen, missing, damaged beyond economic repair, or damaged and requiring replacement. You will be charged the full cost of professional repair for equipment requiring repair to restore it to serviceable condition.

Equipment returned in an unreasonably dirty condition will incur cleaning charges: Minor cleaning (dust, fingerprints): £20 per item; Moderate cleaning (mud, spillages, tape residue): £40 per item; Deep cleaning (smoke residue, liquids, heavy soiling): £80+ per item.

Cables returned not properly coiled and secured, or with rigging tape still attached, will incur a handling charge of £5.00 + VAT per cable.

## 10. Maintenance, Repairs & Equipment Issues

You agree to properly maintain equipment during the Hire Period and notify us immediately if any problems arise. You must NOT attempt to repair, modify, or alter any hired equipment without our prior written approval. Any unauthorized repairs may void warranty coverage, result in additional damage charges, compromise equipment safety, or result in your liability for full replacement cost.

## 11. Cancellations, Postponements & Amendments

All cancellations must be made in writing (email acceptable) to hire@ev-entz.co.uk. For business customers, the following cancellation charges apply (as a percentage of total hire charge, excluding delivery/installation): More than 4 days before hire start - refund less delivery costs/fees already incurred; 72-96 hours before - 25% of hire charge; 48-72 hours before - 50% of hire charge; 24-48 hours before - 75% of hire charge; Less than 24 hours before - 100% of hire charge.

If you are a consumer (not booking for business purposes), you have the right to cancel the contract within 7 days from the day after the contract is formed, OR until the hire commences (whichever is sooner).

## 12. Liability, Limitations & Indemnity

EV-ENTZ is not liable for indirect or consequential losses arising from equipment hire or services, including loss of profits or revenue, loss of ticket sales or business opportunities, loss of reputation or goodwill, show cancellations or stoppages, costs of alternative equipment hire, or audience refunds or compensation.

Where EV-ENTZ is found liable for direct loss arising from proven negligence, our total liability is limited to the value of the services provided for the affected booking, except where such limitation is prohibited by law.

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability which cannot be limited or excluded under UK law.

You agree to indemnify and hold harmless EV-ENTZ against all claims, losses, damages, costs, and expenses (including legal fees) arising from: your use or misuse of hired equipment; injury to persons or damage to property caused by your use of equipment; your breach of these Terms; third-party claims related to your use of equipment or services.

## 13. Force Majeure (Events Beyond Our Control)

EV-ENTZ shall not be liable for delay or failure to perform our obligations due to events beyond our reasonable control, including severe weather conditions, vehicle breakdown despite reasonable maintenance, road closures or transport disruption, venue closures or access restrictions, government restrictions or regulations, pandemic or public health emergencies, industrial action or strikes, supplier failures or equipment unavailability, power failures or telecommunications failures, acts of terrorism, civil unrest, or war, or fire, flood, or natural disasters.

If a Force Majeure event occurs, we will notify you as soon as reasonably practical, use reasonable efforts to mitigate the impact, propose alternatives or rescheduling where possible, and provide updates on resolution timeframes where available.

## 14. Contract Termination & Equipment Repossession

We may terminate the contract immediately and repossess equipment without notice if you breach any of these Terms, payment is not made when due, you enter into insolvency/administration/liquidation, you cease trading or threaten to cease trading, equipment is being used in an unsafe or unauthorized manner, or equipment is at risk of damage, loss, or seizure.

Upon termination, you authorize EV-ENTZ to enter any property where equipment is located and repossess equipment immediately. You shall be liable for all reasonable costs associated with equipment repossession, including transport, storage, and administration costs.

## 15. Data Protection & Privacy

EV-ENTZ processes personal data (contact details, billing information, booking records) in accordance with UK data protection legislation (UK GDPR and Data Protection Act 2018). We use your data to process and fulfil your booking, communicate with you, send invoices and payment reminders, maintain hire records and customer accounts, and comply with legal obligations. We retain booking data for 7 years for accounting and legal purposes, in line with UK business record requirements.

For complete details on how we process personal data, please refer to our Privacy Policy and Cookie Policy available at [www.ev-entzhire.co.uk](http://www.ev-entzhire.co.uk)

## 16. Complaints & Dispute Resolution

If you have a complaint about our equipment or services, please contact us in writing with full details at [hire@ev-entz.co.uk](mailto:hire@ev-entz.co.uk) or by post to EV-ENTZ Music, Crawford Street, Newport, Wales, NP19 7AY. We aim to acknowledge your complaint within 2 Business Days, investigate thoroughly and fairly, and provide a substantive response within 10 Business Days.

Both parties agree to attempt to resolve disputes in good faith through negotiation before commencing legal proceedings.

## 17. General Provisions

These Terms, together with your quotation/invoice and any written amendments, constitute the entire agreement between EV-ENTZ and the Client. Any variation to these Terms must be agreed in writing and signed by both parties.

If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect. Failure by EV-ENTZ to enforce any provision shall not be construed as a waiver of that provision or our right to enforce it in future.

All notices under these Terms must be in writing and may be served by: email (deemed delivered when sent if sent during business hours); first class post (deemed delivered 2 Business Days after posting); hand delivery (deemed delivered immediately).

These Terms and any dispute or claim arising from them (including non-contractual disputes) shall be governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or

claim arising from these Terms.

## Questions About These Terms?

If you have any questions about these Terms & Conditions, or would like to discuss your specific requirements, we're here to help.

### Contact EV-ENTZ Music:

Email: [hire@ev-entz.co.uk](mailto:hire@ev-entz.co.uk)

Phone: +44 (0)1633 250062

Address: Ev-Entz Music, Crawford Street, Newport, Wales, NP19 7AY

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