

## 1. GENERAL CONDITIONS

- 1.1 Hire Association Europe – General Condition for Hiring Goods and Conditions of Sale apply.
- 1.2 It is the Customers responsibility to insure the equipment at all times and all damage, fire & theft to/of equipment is the Customers responsibility.
- 1.3 All damages are chargeable.
- 1.4 A cleaning charge may apply if equipment is returned in a dirty condition.
- 1.5 All prices quoted exclude VAT.
- 1.6 This information is provided as a quotation only.
  - 1.6.1 Equipment is not reserved or booked based on this enquiry.
  - 1.6.2 The availability of equipment and services can only be confirmed with a purchase order number or advance payment.

## 2. HIRE CHARGES

- 2.1 Minimum hire term and minimum hire rate will apply if off-hired before agreed hire term.
- 2.2 Quoted prices are based on the hire duration provided by you, the Customer.
- 2.3 All hire charges will apply for the entire duration of the hire, equipment will not be suspended for any reason during the hire term (e.g. bank/public holidays, site shut downs, Easter, Christmas etc). No exceptions.
- 2.4 A minimum of 3 working days must be given for all off-hire notifications. Collection dates will be advised at point of off-hire notification which could be subject to change.

## 3. CUSTOMER NEW ACCOUNTS / FIRST HIRE

- 3.1 A debit/credit card payment in advance is required for all new accounts and first hires.
- 3.2 A minimum of 4 weeks hire plus transport charges are required to be paid at the point of order.
- 3.3 A security deposit of €500.00/£500.00 will also be required for all new accounts which is refunded at the termination of the hire contract.

## 4. FUEL

- 4.1 Equipment will be supplied with a full tank of fuel.
- 4.2 Equipment must be returned at the end of the hire with a full tank of fuel.
- 4.3 A refuelling charge will apply if equipment is returned without a full tank of fuel.
- 4.4 Refuelling rates are subject to fluctuation and Norspace reserves the right to change the refuelling cost at any time.

## 5. TRANSPORT

- 5.1 Delivery and collection charges are based on transport being carried out during normal working hours.
- 5.2 Normal working hours for delivery and collection are Monday to Friday 08:00 - 16:30hrs.
- 5.3 Transport outside normal working hours may be subject to additional charges.
- 5.4 A window of 30 minutes has been included for loading and unloading, extra waiting time or delays on site will be charged at €90.00/£75.00 per hour for crane mounted vehicles and €65.00/£50.00 per hour for all other vehicles during normal hours.
- 5.5 Risk Assessments and Method Statements (RAMS) are available on request. A minimum 72 hour prior notice period is required to provide these documents.

## 6. ACCOMMODATION UNITS

- 6.1 Responsibilities of the Customer include the following:
  - 6.1.1 Connection and disconnection to all services
  - 6.1.2 Provision of ramps, rails and steps
  - 6.1.3 Final onsite electrical testing and certification
  - 6.1.4 Suitable ground works and site preparation
  - 6.1.5 Planning and Building Control approval
- 6.2 All accommodation units are supplied fully tested prior to delivery in accordance with Norspace "Pre-hire" standards.

## 7. TOILETS & TOILET SERVICING

- 7.1 Toilets are to be sited on a hard standing surface.
- 7.2 Toilets hired on an ongoing weekly basis include 1 no. weekly service. Service days are subject to change.
- 7.3 Blocked access, waiting time or any other reason leading to a separate site visit will incur an additional charge. Otherwise the toilet will be serviced as usual the following calendar week.
- 7.4 Toilets/waste holding tanks that require tanker servicing must not be placed more than a maximum of 5 metres from the access point for the tanker vehicle.
- 7.5 Toilets are to be located onsite in one group together on a hard standing surface in order to facilitate delivery, servicing and collection.
- 7.6 Toilets not located in one group together may incur an additional charge.
- 7.7 Toilets left on grass / soft areas will not be serviced and will need to be returned to a suitable hard standing surface before servicing or collection. Charges will apply if not left ready and available for collection.

## 8. TECHNICIAN / MAINTENANCE CALLOUTS

- 8.1 Maintenance personnel are only available during normal working hours for routine maintenance.
- 8.2 Callouts due to Customer error and or damage will be chargeable.  
Hire cost does not include out of hours cover / support.
- 8.3 If out of hours support is required, this must be requested, agreed and booked in advance of the hire.