

Hiring and solutions guide:

- I. Choosing the Equipment
- II. Quotation
- III. Lighting Designer, Sound Designer
- IV. Booking Confirmation
- V. Deliveries/ Collection
- VI. Get in & Get out
- VII. Technical Support (please read carefully if you do not have your own technician)
- VIII. Technical Manager
- IX. Changes & Cancellation policies

Please, read the following document carefully as by confirming your booking of equipment or staff with us, you automatically agree to follow the process indicated in this document.

Choosing the Equipment

We are usually contacted in one of two ways:

- a) **Dry-Hire:** Some companies and/or lighting designers come to us with **a list of pre-selected items.**
 - b) Some may **not be too sure of which equipment they would need** to achieve certain effects.
-
- a) We generate a quote using the list of equipment given. We can usually make some changes later in the process depending on stock availability until the booking is confirmed and until the invoice has been generated. Once the booking has been confirmed, please see the changes and cancellation policies section of this document.
 - b) We always aim to guide companies in their choices. We can tell you which lanterns we have, what their characteristics are or what accessories they come with. It may also be useful to take a look at our website www.fringehire.co.uk under the 'list of equipment' section in order to pre-select some equipment that you think may be suitable for your production.

However, the type of guidance that we offer at this level is only intended to provide general information. The choice of technical equipment is part of the design process. **The lighting or sound design, if it is not booked through us, is the customer's sole responsibility. Therefore, costumers need to provide us with a full list of equipment (lanterns, speakers, accessories, cabling, dimming solutions, etc).**

We can provide lighting and sound designs at a cost. If you are interested in booking a lighting and/or sound designer through us, please see the relevant paragraph below.

Quotation

Once we receive a list of equipment, we then make a quotation. In order to do so, we require:

- Start and End dates of the hire
- Delivery and collection addresses (if applicable)
- Invoicing address

This quotation is agreed or not by the client. Please, see the booking confirmation section to find out how the equipment and/or staff becomes officially booked.

Lighting & Sound design

We work with various freelance lighting and sound designers. Depending on availability, we try to match them with the genre of productions that suit their skills and area of interest the best.

Lighting and Sound design is a complex process and very much a collaborative work. Therefore, we request that companies communicate their artistic ideas to the designers so that they can work towards incorporating these ideas into the designs as much as it is possible for them to do so.

If you choose to book designers through us, we will go through a list of **minimum requirements** with you before starting the quotation process in order to get the best results possible.

If you can ensure that the requirements will be met then we will go to the next stage i.e. generating a quote, you can then secure your booking (Please, see the booking confirmation section)

If you cannot ensure that these minimum requirements will be met, then, we will need to know which ones cannot be met and we will let you know whether we can find some flexibility to accommodate your production.

All our designs include two fees (in addition to the equipment hire and/or any other staff required):

- There is a **design fee** + an **hourly pay** for the designers' time

Sound or Lighting **design fee** (each): £100 (for small show under 80 seats)
 £150 (for Medium show above 80 seats and under 150 seats)
 Please contact us for bigger productions

Designer's **hourly pay** rate (each): £15/hour*

*We apply a 4h minimum call policy as is the industry standard.

This means that if a shift is less than 4 hours long, the personnel still needs to be paid for 4 hours.

If they work more than 4 hours for 1 shift then they get paid *their hourly rate X number of hours*.

January 2015

Shifts cannot be cumulated to make up the 4 hours i.e. if you call someone from 1pm-3pm, then from 8pm-10pm on the same day, it counts as 2 X 4h calls, you will then be charged as such: *staff hourly rate X 8H*.

Our freelancers are responsible for their own taxes and insurance

Minimum Requirements:

- We would require our designers see a rehearsals of the show at least two weeks before the get in day. Although this varies depending on the size of the production, this will need to be confirmed before generating the quotation.
- They will also come and see a run in the week before the get in day.
- The rehearsal visits should be the occasion for the director and the designer(s) to have a meeting about what they would like to achieve. If any new ideas come up, please notify the designers as soon as possible by email.
- If your production is subject to changes that will affect the designs, please notify the designers as soon as possible.
- If production dates change at any point in the process, we will no longer be able to guarantee the availability of the staff and equipment.
- Although this also varies depending on the size of the production, we require enough time to set-up the equipment into the venue and to program the equipment if necessary. This will be agreed prior to making the quotation too.
- Time and personnel to clear out the equipment is also needed at the end of the run, unless agreed otherwise.
- A printed prompt copy of the latest script per designer is required. Ideally handed out when they come to see a rehearsal. If there are any changes, please send a final prompt copy at least 24h before the get in day.
- A final list of equipment should be validated by the designer and the client at least 1 week before the get in day.

The design process

Included as part of the design fee

- The designer comes and sees a rehearsals two weeks before the get in day.
- The designer and the company have a meeting (usually on the day the designer comes to see a rehearsal) and creates a full list of equipment.
- This list is sent to fringe hire who generates a quotation.
- The quotation is sent to the company who agrees or not to the quotation by email.
- If the quotation is not agreed, the designer reviews their design and creates a second list of equipment.
- Once an agreement on the quotation is reached, the designer visits the venue and plans the get in.
- The designer sees a run during the week before the get in day.
- If a change is required, it needs to be agreed or not by the client. Please see changes and cancellation policies.

Part of the designer's hourly pay rate

- The designer is present during the get in and participate in the installation process. Usually helped by an assistant. (unless requested otherwise by the client) Any additional staff will also be added to the quotation prior to booking confirmation.
- The designer (lighting or sound depending on who is booked) participates in all stages of the get in involving his/her chosen equipment i.e. set up, focusing, programming, sound check.
- The designer is present during a run through and a dress rehearsal.
- The designer or his/her assistant makes some final touches to the design either on the get in day or on another day depending on the production schedule. To be organised prior to booking confirmation.
- The designer or his/her assistant is present on the first night to ensure it all goes smoothly.

Booking Confirmation:

No equipment or staff will be booked, delivered or handed out until we receive clear payment of the deposit or of the full amount.

Once we send you a quotation which you then decide whether to go ahead with the hire or not.

When confirmed, this quotation serves as a hire contract. Please be sure to agree with all of our terms and conditions before you confirm your hire.

- If you decide to go ahead with the quotation as it is:

At the bottom of any of our quotations, you will see the deposit amount section and our bank details further down.

Please use this information to secure your booking and pay the deposit to hire the equipment requested and/or to hire the staff. Until we receive clear payment of the deposit amount, the equipment or staff will not be secure for you and may be hired out.

At this stage, only the deposit amount is requested, you may decide to pay the remaining amount later in the process (see below).

Once you have followed the booking confirmation process, the equipment and staff described in your chosen quotation is booked for the period agreed on the quotation.

Within a few days, you will receive an invoice showing the remaining amounts that needs to be paid. This invoice will need to be paid within 30 days of the date written on the invoice.

Passed this date, the payment is declared as 'late payment'. In which case, we may charge interests at a rate of 0.5% per day of the total amount of the invoice.

We offer very competitive prices and we want to be able to continue to do so but being such a small company, we strongly rely on prompt payments to keep us going So please ensure that you write down the date when the payment is required so that it all goes smoothly and you do not get charged interests.

- **If you would like to book the equipment and staff but you may still want to do some changes to the hire:**

You may book the equipment and staff partially in a first time.

In order to do so: please request a quotation for the equipment and staff that you are **sure** you want to book. Then follow the process above.

You can then **add some equipment** *depending on availabilities* at any time in the process.

However, if you have already confirmed your booking and decided to change or cancel some items please see the changes and cancellation section. Thank you.

Deliveries & Collections:

We can organise deliveries and collection at any time of the day given enough notice, please ask for a quotation at any time. We always want to make it easy for you, so if you need us to collect late at night after a show for example, please let us know and we will get this organised at the same price as a day collection. Rates varies depending on location.

We always aim to get there at the time agreed and we have always managed to so far. However, the traffic can sometimes be really disruptive, especially in London and Greater London, therefore, please allow a two hour window for any deliveries and collection.

Get in & Get out:

When booking a **dry hire**, unless otherwise requested, no technician is included for the set up and clear out of the equipment. The person delivering or picking up the equipment may not be trained to rig or de-rig the equipment and, if asked to do so on the day of the delivery/collection, will not assist in this capacity. If you require someone to help on the day, we may be able to help but please contact us immediately. Any technician working in this capacity will be paid the hourly rate (see below)

When **booking a lighting and/or sound design** from us, we would include the set up and clear out within the quotation unless otherwise requested/discussed.

The **rates for our technicians** for set up and clear out are £10/h with a 4h minimum call* policy.

*We apply a 4h minimum call policy as is industry standards.

It means that if a shift is less than 4 hours long, the personnel still needs to be paid for 4 hours.

If they work more than 4 hours for 1 shift, then, they get paid *their hourly rate X number of hours*.

January 2015

Shift cannot be cumulated to make up the 4hours i.e. if you call someone from 1pm-3pm, then from 8pm-10pm on the same day, it counts as 2 X 4h calls, you will then be charge as such: *staff hourly rate X 8H.*

Our freelancers are responsible for their own taxes and insurance.

Technician must be book as early as it is possible for you to do so in order to give us enough time to find someone. Thank you.

Technical Support

Technical equipment can always bring its own set of issues.

All of our equipment is tested prior to being delivered, but it still needs to be checked by the client or their representative on reception. A delivery note will need to be signed by a member of the production. Please notify us immediately if something is not working or appears to be damaged. Failure to do so will be considered as an acceptance on your part that the equipment has been delivered in working condition and we may therefore not offer a refund for it.

We always fix our equipment if it appears to be faulty or we sent a replacement product.

However, once checked and accepted, the equipment becomes the client's responsibility.

Therefore, it is important that **someone within your team has enough technical knowledge** to solve common technical issues such as for example: changing light bulbs, re-tightening a lantern, to do a basic troubleshoot of a microphone, etc.

This is not a requirement but more an advice as this may become a stressful situation for your production and having someone you trust on site to deal with this will contribute towards having a positive experience of creating a piece of live event.

If you do not have such a person in your team, please see the technical manager section below.

Meanwhile, we understand any productions may be very challenging and this is true for whatever experience a technician or a team of technician may have. This often is increased when working in non-theatre spaces with a less experienced crew. Therefore, we want to make sure that you get the technical support you need.

Over the phone:

We aim to troubleshoot over the phone in a first time. It is often the quickest and easiest way to fix things. It is free of course.

If that does not solve the issue:

You can request that we send a technician. We are a small company who only relies on freelancers rather than full time staff, therefore, we may not have a technician available right away. However, we will endeavour to find one as soon as possible. You will be notified as to when we will be able to get someone on site as soon as we find someone available. Depending on your situation: you can choose the following options

Request for a technician
within two hours:

£60 (4h min. call*) + £10
for any additional hours

Request for a technician
within a day:

£50 (4h min. call*) + £10
for any additional hours

Request for a technician
within two days or more:

£40 (4h min. call*) + £10
for any additional hours

Whatever happens, we will always try to work out a temporary solution over the phone so that hopefully, your show will go ahead. However, if all equipment is not functioning because of a general fault, you may need to use alternative solution such as venue lighting or acoustic sound.

Visit on site:

When our technician goes on site, he will either be able to solve the issue, or if not, we will discuss with him and you sending a replacement.

If the equipment that caused the issue is faulty, then we will take on the cost of the technician and the replacement.

However, if it appeared to have been misused either intentionally or unintentionally, then, **it is the responsibility of the client to cover the cost of replacement, repairs and inherent costs such as the onsite visit and parts.** We can tell you the cost of replacement of any piece of equipment at any time on request.

As mentioned at the top of this section:

All of our equipment is tested prior to being delivered, but it still needs to be checked by the client or their representative on reception. A delivery note will need to be signed by a member of the production. Please notify us immediately if something is not working or appears to be damaged. Failure to do so will be considered as an acceptance on your part that the equipment has been delivered in working condition and we may therefore not offer a refund for it.

Technical Manager

If you decide that you need a technician full time dedicated to your production:

Unlike other hire companies, we can provide a technical manager that will be your point of contact for the planning, design and implementation of your production. That person will be booked on a weekly basis and will come on board at some point during the rehearsal period as agreed with the client. That way, you will not have to worry about the technical aspect of the show, although, you stay in control of the artistic side of it.

This person will find the right team members for your production whether you need designers, crew, programmer, (These staff are not included in the technical manager's fee, see rate of designers and

January 2015

technicians above). The technical manager will book them and manage them on site so that you get the most out of your crew. Rates are:
£350/week for a junior technical manager
£410/ week for a senior technical manager

Changes & Cancellation

Changes:

You may make any changes you wish before confirming a hire. See booking confirmation section above.

You can make changes in the hire until you receive the invoice but we will have to check our stock and let you know if that is possible. This difference in price, if any, will be amended on your invoice.

You can make a change in the hire after you receive the invoice but we will have to check our stock and let you know if that is possible. The difference in price, if any, will be sent in a new invoice, or a refund if you have already paid.

Cancellation:

If you wish to cancel in full or partially the hire before confirming the booking, you may do so and will not be charged.

If you wish to cancel the hire in full or partially after confirming the booking but more than 30 days prior to the start of the hire period, any deposit paid will be fully refunded or recalculated and a credit note or refund issued.

If you wish to cancel the hire in full or partially after confirming the booking, between 30 and 7 days from the beginning of the hire period, you will be charge the deposit amount.

If you wish to cancel the hire in full or partially after confirming the booking and within 7 days of the beginning of the hire period but before 48h of it, you will be charged the deposit amount and the staff cost and any fees associated with the staff such as design fees.

If you wish to cancel the hire in full or partially within 48h of the beginning of the hire period, you will be charge the full amount of the hire and staff and any fees associated with the staff such as design fees.

January 2015