

FAQ

What is the age limit for hiring the equipment?

To permit Hire of the Equipment the Hirer must be a UK British Citizen and over the age of 18.

What Identification is required?

When placing the booking the Hirer must supply both a photocopy of a recent utility bill (no older than 3 months) displaying the Hirer's name and address AND a photocopy of the Hirer's UK photo drivers license also belonging to the Hirer. Addresses on both pieces of identification must match the name address supplied on the Hire Booking Form. If the Hirer does not have a UK Photo Drivers Licence Active Discos is unable to supply a hire.

When is the equipment delivered and collected?

At anytime that is convenient to the Hirer, but no later than midnight on the day of hire. If the equipment hire is required later than midnight it will constitute as a two day hire and will be collected at a time convenient to the hirer after 9.00am and not later than midnight on day two of the hire period.

How much time should I allow for the equipment to be Delivered and Assembled?

Approximately 90 minutes; if the Hirer requires the equipment to be up and running for 8.00pm; a Delivery time no later than 6.30pm is required. 90 minutes allows Active Discos 60 minutes to deliver and setup the equipment, and then 30 minutes for checks and demos.

Do I need to have any previous DJ experience in order to operate the equipment?

No previous experience is necessary as once the equipment has been assembled Active Discos will provide the Hirer with a short 15 minute training session on how to run the equipment which is very straight forward.

What happens if I have problems operating the equipment?

The Hirer should use the training session provided to fully familiarise themselves with how the equipment works, unfortunately once the training is complete Active Discos is unable to assist with operational queries remotely unless it relates to a direct technical failure.

When is payment for the hire required?

An initial booking deposit is required, followed by the balance which is due 14 days before the hire date.

How much deposit is required?

A £200 Damage and Theft deposit is required payable in cash when the equipment is delivered, unfortunately we cannot accept cheque Deposits.

What happens if I want to change a Delivery or Collection time before the hire date?

Delivery and Collection times can be changed up to 24 hours before the hire date.

What happens if I want to change the Collection time once the hire period has commenced?

A Collection time cannot be changed once the Hire period has commenced so please ensure enough time has been allowed for the hire, and avoid operating the equipment past the agreed Collection Time. All time that is spent waiting after the Collection time will be charged at £25.00 per half hour and deducted from the Damage and Theft deposit, Active Discos also reserves the right to switch the equipment off and commence dismantling equipment at the agreed Collection Time regardless of function circumstances.

How does the deposit system work?

Once the equipment is assembled Active Discos requires 5 minutes of the Hirer's time to check over the equipment. An Inventory List will be supplied detailing each piece of equipment the Hirer has received. Once the Hirer has checked the equipment a signature is required to confirm receipt of equipment. At this stage Active Discos will also require the Damage and Theft Deposit and will sign a Deposit Receipt Form which will be left with the Hirer as proof Active Discos has received the deposit.

When will I receive the deposit back?

When Active Discos returns to collect the equipment an inventory check will be carried out. Once it is confirmed no equipment is missing and there is no damage to the equipment we will return the Hirer's deposit which will be signed for by the Hirer to confirm full receipt.

What happens if I damage any of the equipment?

If any equipment is found to be damaged, lost or stolen Active Discos will initially retain the **full** Damage and Theft Deposit. When a cost for Repair or Replacement has been established Active Discos will then return the deposit to the Hirer less the cost of the replacement or repair. If the cost to replace or repair the equipment is greater than the deposit value Active Discos will then pursue the Hirer for the remaining balance.

What happens if a bulb no longer works in a disco light?

Active Discos will replace the bulb when the equipment is collected, there will be NO charge to the Hirer for replacement bulbs.

What happens if the equipment stops working?

In the unlikely event the equipment has developed a technical fault that is not the result of the equipment being forced or caused to break due to negligence of the Hirer, there will be no charge for a repair or replacement. In such circumstances the Hirer must immediately report the fault. Active Discos will then attempt to supply a replacement; if Active Discos is unable to obtain a replacement within the 24 hour hire period the equipment will be collected and a Full Refund made to the Hirer.

What happens if the equipment gets dirty during the hire?

Unloading of equipment will not commence if Active Discos believes there is any chance that the equipment may get dirty during the hire? It is the Hirer's responsibility to ensure the equipment is kept in a clean, dry and undercover location. If the equipment is found to be in a dirty condition, Active Discos will automatically deduct £50.00 from the Damage and Theft deposit to cover cleaning costs.

Can I use the equipment outside?

Unloading of equipment will not commence unless there is some form of overhead cover for the equipment supplied (regardless of weather conditions). If the Hirer does require the equipment for outside usage an overhead cover for the equipment must be supplied.

Can I position the equipment on grass?

Unloading of equipment will not commence unless there is a clean dry area supplied for the disco to be positioned on. Active Discos will not unload the equipment directly onto grass or any other damp or moist position, even if overhead cover has been supplied.

Can I assemble or dismantle the equipment?

Only Active Discos is permitted to assemble and dismantle the equipment. Unloading of equipment will not commence unless there is a location where Active Discos can immediately assemble the equipment.

Can I move the equipment once assembled?

The equipment should not be moved once assembled.

Can I use the equipment in a marquee or a residential household?

Providing there is a clean dry location to assemble the equipment there is no issue with setting the equipment up in a marquee or residential household.

Can I use an Ipod?

Active Discos will supply a cable that connects the Ipod to the Mixer, please ensure the Hirer requests this at the time of the Hire Booking. Please bear in mind the facility to mix between separate tracks on a single Ipod is not possible; mixing separate tracks from **CD to Ipod** or **CD to CD** is ok and obviously playing continuous music from either media is also fine.

At what Volume level should I set the Ipod to?

The Ipod volume should be set to maximum in the actual Ipod Settings menu, please ensure the Volume Limit is saved at Maximum by pressing the Ipod Play button.