

## Terms and Conditions

1. This booking is subject to these Terms and Conditions of Hire. By signing the Agreement, you are entering into a contract with Just Smile Ltd, acting as an Agent for the reservation of Entertainment Services, as outlined in the Agreement, and are agreeing to be bound by these Terms and Conditions. The Agreement also forms a contract between you and any sub-contractors, subject to the Terms & Conditions stated here.
2. The fee, and all the relevant details for the event are stated overleaf. These were the details given at the time of the booking. Please inform us urgently if there are any errors.
3. A booking is only confirmed by Just Smile Ltd once we are in receipt of the returned Agreement, signed by the Client, together with the reservation fee (where applicable). Until such time as this condition has been met, the booking will be treated as an enquiry only and Just Smile Ltd reserves the right to accept an alternative booking for any items or services listed without notification.
4. The services detailed on this Hire Agreement will be holding this date exclusively for you from the agreement date and therefore they will continue to turn away all other work for this event which is booked for . The potential loss of work to the entertainment service is real and tangible, and so cancellation fees will be charged.
5. The terms of this Agreement do not allow for cancellation other than by mutual consent of all parties and confirmed in writing. Just Smile Ltd will charge the following fees should a cancellation occur:
  1. Within 30 days of the event – The full agreed fee.
  2. Within 60 days of the event – 50% of the full agreed fee.
  3. Within 120 days of the event – 25% of the full agreed fee.

The reservation fee will not be returned under any circumstances. Cancellations are not accepted by e-mail or telephone, only in writing. Once we have received your notice of cancellation, we will confirm this to you via return letter. If you do not receive this letter within 48 hours, do not assume that your event has been cancelled.

6. The balance of the total fee (less any reservation fee and other payments made) must be made to Just Smile Ltd no less than 14 days prior to the event date, this payment can be made by Bank Transfer or by Credit/Debit Card (details on agreement & paperwork).
7. It is 'The Clients' legal responsibility to comply with and ensure that current Health & Safety regulations are in place and any place of performance is fit for the use intended. A safe electrical supply must be provided. All outside situations (Marquees/Outbuildings) must be dry, undercover and made safe for electrical use and insulated from the ground.
8. Smoke machines can only be used with the prior written consent of the venue management.
9. A minimum clear floor space is required of 3 metres x 2 metres with a head height of 3 metres (where possible). A minimum of 2 x 13 amp power sockets must be available within 5 metres of the set up area. If other additional entertainment is booked, adequate floor space must be available for all the equipment, performers and changing facilities provided if required.
10. A minimum of 1hr is required for rigging and a further hour to dismantle and load the equipment into our vehicle. This must be taken into account when planning any arrangements.
11. In the unlikely event of sub-contractor or entertainment service being unable to arrive due to unforeseen circumstances such as illness or any other emergency, Just Smile Ltd will endeavour to arrange for a suitable solution with similar equipment and experience to cover the service for the same price.
12. The Client realises that whilst we have excellent backup services in place, and every reasonable safeguard is assured, the breakdown of any electrical equipment can be an unavoidable occurrence and is often outside of our control. We will however make every reasonable effort to rectify the situation. In the extremely unlikely occurrence of a non-performance, or if a total failure occurs, The Client will be refunded in full. In this situation, this will be the full extent of our liability.
13. The Client is responsible for the conduct of all persons attending the event whether those persons are invited or not. We do not take any responsibility for controlling rowdy behaviour, or ejecting unwanted persons from the venue. Just Smile Ltd and it's

sub-contractors have the right to perform in a safe environment. We reserve the right to terminate the performance should any physical/verbal abuse, or intimidating actions be made to the team members, Venue, Staff or any of those persons present at the event. Under these circumstances no refund will be given. Just Smile Ltd and it's sub-contractors also reserve the right to terminate the performance should our equipments' safety be compromised in any way.

14. No other persons or performers may use any of the equipment provided other than by prior consent of our team members.
15. If performance time is requested in excess of that agreed overleaf this will be at the discretion of the sub-contractor and subject to additional fees charged at our overtime rate. Any additional fees must be paid to the contractor in cash in advance of the extra services being performed. All requests for additional playing time must be cleared with the Venue management team beforehand.
16. Any delayed set up time and subsequent delayed start time due to the overrun of any prior proceeding, or of situations outside of our control will not warrant any extension of the stated finishing time or any fee reduction. Such situations may include, but are not limited to, poor access, room clearing and dancefloor preparation.
17. All prices include VAT at the current rate. We endeavor to ensure that the prices displayed are correct, however we reserve the right to validate/update prices before we process your order. In these instances, if this impacts on your order, we will contact to you to advise you of this. All prices are stated in GBP.

## Equipment Hire Terms & Conditions

### 1. General

1. Any terms or conditions sought to be imposed by either party shall not be incorporated into the Contract and shall have no effect unless agreed to in writing by the other party.
2. Just Smile Ltd agrees to let, and the HIRER agrees to take on the hire of the Equipment described in the booking paperwork attached and subject to the Terms and Conditions set out below.

### 2. Prices

1. The prices for the hire of equipment are set out in our quotation & invoices. Our terms of payment are 20% non-refundable deposit upon booking, and full payment 21 days prior to the hire, unless other terms are agreed in writing. The HIRER shall, if required by Just Smile Ltd, pay a security deposit at the commencement of the hire period.
2. Just Smile Ltd shall be entitled to make a reservation charge in respect of Equipment reserved by the HIRER.

### 3. Risk

1. As soon as we have delivered the hire equipment (or it is collected from our premises), you will be responsible for it and we will not be liable for any loss or destruction. Therefore, you would need to take necessary steps to insure the items.

### 4. Commencement & Termination

1. Just Smile Ltd may terminate this Agreement forthwith by giving written notice to the HIRER and re-take possession of the Equipment in the event of:
  1. any material breach of this Agreement by the HIRER which has not been immediately remedied (if capable of remedy) following a written demand by Just Smile Ltd.
  2. if any order is made, proceedings are commenced or a resolution is passed, for the liquidation or winding-up of the HIRER.
  3. if a distress or execution is levied against any property of the HIRER
  4. if a liquidator or receiver or administrator is appointed in respect of the undertaking or any property or assets of the HIRER.
  5. if the HIRER ceases or threatens to cease to carry on its business or is unable to pay its debts as they fall due or enters in any arrangements with creditors generally.
  6. if Just Smile Ltd reasonably believes that its rights in the Equipment are in jeopardy.
2. If Just Smile Ltd has supplied Equipment on negotiated terms for a Hire period, Just Smile Ltd shall, unless otherwise agreed, be entitled to payment

of all rentals due up to the end of the agreed hire period notwithstanding the earlier return of the Equipment to Just Smile Ltd.

## 5. Ownership of the Equipment

1. Title in the Equipment shall never pass to the HIRER and the HIRER'S interest in the Equipment shall only be and remain that of HIRER.
2. The Equipment shall remain personal moveable property and shall continue in the ownership of Just Smile Ltd notwithstanding that the same may have been affixed to any land or building. The HIRER shall be responsible for any damage caused to any such land or building by the affixing to or removal there from of the Equipment (whether the same be effected by Just Smile Ltd or the HIRER) and shall indemnify Just Smile Ltd against any such claim made in respect of such damage.
3. The HIRER shall agree not to sell, offer for sale, assign, mortgage, charge or sublet the Equipment or this Agreement or the letting hereunder, nor hold itself out as the owner of the Equipment and shall not create or allow to be created, any lien or other encumbrance on the Equipment.
4. The HIRER shall affix to and maintain upon the Equipment such plates or identification marks, as Just Smile Ltd shall require, showing that the Equipment is the property of Just Smile Ltd.
5. The HIRER shall not cause or permit the Equipment to be removed from the HIRER'S possession without the prior written consent of Just Smile Ltd.
6. The HIRER shall assume the entire risk of damage to or loss of the Equipment or any part thereof. Insurance of the equipment is the responsibility of the HIRER whilst on hire to the HIRER.
7. Just Smile Ltd or its authorised representatives may enter at all times during normal business hours, at any premises to inspect the Equipment and, upon termination, to repossess the Equipment.
8. The HIRER agrees to indemnify and keep indemnified Just Smile Ltd, against all liabilities, actions, claims, damages, costs and demands suffered or incurred by Just Smile Ltd, as a result of a claim made by a third party arising out of the state, condition or use of the Equipment or in any way out of its hiring hereunder.
9. On termination of this Agreement for whatever reason, the HIRER shall immediately return the Equipment or make the same available for collection by Just Smile Ltd and shall grant Just Smile Ltd all necessary access to repossess the same.

## 6. Delivery

1. The HIRER shall unless otherwise agreed with Just Smile Ltd, be responsible for the collection and return of the Equipment from and to Just Smile Ltd's premises.
2. Just Smile Ltd will at the request of the HIRER, procure delivery of the Equipment to the HIRER'S premises or venue, subject to payment by the HIRER of Just Smile Ltd'S charges for delivery.
3. Just Smile Ltd will use all reasonable endeavours to make the Equipment available on the date required by the HIRER but shall not be liable for any costs or claims arising as a result of delay.
4. Just Smile Ltd will either repair or replace, in each case at no charge to the HIRER, any Equipment which is found by Just Smile Ltd to be defective or not capable of obtaining any published specification as a result of faulty design, manufacture or workmanship. The HIRER shall give Just Smile Ltd written notice of any claim made hereunder, as soon as reasonably practicable and in any event within twenty four hours after the alleged defect has come to the HIRER'S knowledge. It is expressly agreed between the parties that Just Smile Ltd may be absolved from all liability under this condition if the Equipment has been modified in any way by the HIRER or if it has been used for any purpose or in any manner other than that for which it was designed or if it has in any way otherwise been misused.
5. Just Smile Ltd does not accept responsibility for any consequential, indirect or economic loss or damage howsoever arising except to the extent that the same is attributable to negligence on the part of Just Smile Ltd or its employees.

## 7. Payment Terms

1. Unless the Agreement provides otherwise, the price for the hire of equipment shall be payable no later than 7 days ahead of the hire start date. The time

stipulated for payment shall be of the essence of the Agreement. Failure to pay within the period specified shall entitle us to write to you upon the expiration of seven days notice, to charge you for costs and expenses incurred in recovering late payments, and to charge interest at the rate then in force pursuant to the Late Payment of Commercial Debts (Interest) Act 1998 as at the due date.

2. If paying by credit card the HIRER will be required to provide full card details at the time of order placement. Just Smile Ltd reserves the right to check the validity of the credit card by the appropriate organisation.
3. All invoices shall be paid without deduction. In the event of an error or query on the invoice, payments shall be made to Just Smile Ltd for the whole amount claimed less the amount queried or in error.
4. We shall be entitled to charge interest on overdue invoices from the date when payment becomes due from day to day until the date of payment at a rate of 1.5% per annum above the base rate of the Bank of England.

## 8. Conditions of Use

1. The HIRER shall ensure that the Equipment is operated in a skilful and proper manner by persons competent to operate the same and in all respects in accordance with all instructions and any operations manual provided by Just Smile Ltd for the use of the Equipment and shall ensure that such directions and instructions are fully understood and will be observed by all persons operating the Equipment.
2. The HIRER shall not make or permit to be made any alterations, modifications or additions to the Equipment and shall not carry out any repairs or authorise the carrying out of any repairs to the Equipment by a third party without Just Smile Ltd's prior written consent.
3. The HIRER shall take all reasonable proper care of the Equipment and keep the same in good and serviceable condition (reasonable fair wear and tear excepted) and shall indemnify Just Smile Ltd against loss of or damage to the Equipment howsoever caused and shall give Just Smile Ltd immediate notice of any such damage.

## 9. Right to Cancel

1. We will permit you to cancel this Agreement by sending written notice no later than 7 days after the date on which this Agreement has been digitally signed. If you request cancellation at a later date, then unless we are in breach of contract, we have the right to refuse [or] retain all or part of your deposit as a contribution towards any losses or costs we suffer as a result of the cancellation.
2. Upon the termination of this Agreement before the end of the Hire period, the HIRER shall pay to Just Smile Ltd on demand the aggregate of:
  1. all rentals and other sums due or in arrears at the date of termination under this Agreement.
  2. all costs (including legal costs) incurred as a result of a breach of this Agreement including repossessing and restoring the Equipment to its proper condition.
  3. as agreed damages, a sum equal to the aggregate rentals that would have become due hereunder during the Minimum Period had this Agreement not been terminated, less a discount for accelerated payment of 3% per annum compounded on (and at the frequency of) each rental payment outstanding.
3. We reserve the right to cancel this Agreement if your location is outside our service area.

## 10. Performance

1. The performance of the equipment provided by Just Smile Ltd will be supplied in accordance with the manufacturer's published performance details or within performance acceptance criteria.
2. Whilst every effort is made to ensure each and every event runs technically smoothly. On the rare occasion, equipment can fail and whilst we have excellent backup services in place, and every reasonable safeguard is assured, the breakdown of any electrical equipment can be an unavoidable occurrence and is often outside of our control. We will however make every reasonable effort to rectify the situation. In the extremely unlikely occurrence of a nonperformance, or if a total failure occurs, The Client will be refunded in full. In this situation, this will be the full extent of our liability.

3. Just Smile Ltd can not be held responsible for any failure of battery or wireless fixtures or equipment. Although all care is taken to keep batteries and equipment in the best possible condition, and advice given to customers on operation. Where equipment fails or batteries fail whilst on hire, we accept no liability for this.

## 11. Force Majeure

1. If either party to this Agreement is prevented or delayed in the performance of any of its respective obligations under this Agreement by "force majeure", then such party shall be excused the performance for so long as such cause of prevention or delay shall continue;
2. For the purpose of this Agreement 'force majeure' shall be deemed to be any cause affecting the performance of this Agreement arising from or attributable to acts, events, omissions or accidents beyond the reasonable control of such party and inter alia including, but not limited to the following:
  1. strikes, lockouts or other industrial action;
  2. civil commotion, riot, invasion, war threat or preparation for war;
  3. fire, explosion, storm, flood, earthquake, subsidence, epidemic, bad weather or other natural physical disaster;
  4. impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; and
  5. political interference with the normal operations.

## 12. Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

## 13. Liability

1. Except for death or personal injury caused by our negligent acts or omissions we shall only be liable for any loss or damage which is a reasonably foreseeable consequence of a breach of this Agreement.
2. You will be responsible for all claims, liabilities, damages, costs and expenses suffered or incurred by us as a result of your breach or default in the discharge of your obligations.
3. Where we need to carry out work on your premises (or those hired for the event) and/or install equipment, we will not accept liability for the cost of repairing or replacing parts of your existing system (or those of the venue) which occur due to faults in your system unless we have been negligent in not realising that such damage may occur or in the way we did the work.
4. Nothing in this Agreement shall exclude or limit Just Smile Ltd'S liability for death or personal injury resulting from Just Smile Ltd'S negligence or that of its employees, agents or sub-contractors.

## 14. Governing Law

All Hire of equipment shall be governed by and interpreted in accordance with the laws of England and the parties submitted to the jurisdiction of the English Courts, but Just Smile Ltd may enforce any such Hire of equipment in any court of competent jurisdiction. In the event of a dispute or difference arising from these conditions or the interpretation thereof or otherwise arising from the Hire of the equipment under these conditions, such dispute or differences shall be referred to arbitration by a single arbitrator mutually agreed between the parties or failing such agreement, by an arbitrator nominated by the President of the Institute of Arbitrators. Any such arbitration shall be conducted in accordance with the Arbitration Act 1950, and by application of the law of England.

## 15. Entire Agreement

1. This Agreement contains the entire agreement between the parties relating to the subject matter and supersedes any previous agreements, arrangements, undertakings or proposals, oral or written.
2. Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

3. We reserve the right to make minor changes to this Agreement from time to time. Any major changes will only be made with your agreement.

## 16. Customer Services

1. To protect your own interests please read the conditions carefully before signing them. If you are uncertain as to your rights under them or you want any explanation about them please write or telephone using the address and telephone number set out above.
2. If you are unhappy with any aspect of our service, please contact our office. Any complaints will be dealt with sympathetically and we will work with you to reach a satisfactory conclusion.

## 17. Data Protection

You consent to the computer storage and processing of your personal data by us in connection with this Agreement and to the transmission of this data across Just Smile Ltd and its business partners for the purposes of our legitimate interests including statistical analysis, marketing of our services and credit control. If you breach this Agreement, your personal data may be disclosed or passed to third parties to the extent necessary to assist recovery procedures.