

Silent Disco Headset Hire - Terms of Business (2025)

1. Definitions and Agreement

- 1.1. "The Company" refers to Silent Disco Events Limited (Company Registration No. 15676028), trading as www.silent-discohire.co.uk, the entity providing the Silent Disco Headset Hire service.
- 1.2. "The Hirer" refers to the individual or entity making the booking and agreeing to these terms (the Consumer).
- 1.3. "The Equipment" refers to all items supplied by The Company, including but not limited to wireless headphones, transmitters, power supplies, necessary audio cables, lighting equipment, karaoke equipment, and audio playback devices (e.g., MP3 players, tablets).
- 1.4. By completing a booking and submitting payment, The Hirer agrees to be bound by these Terms of Business, which are intended to comply with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCR 2013) and the Consumer Rights Act 2015 (CRA 2015).
- 1.5. Company Details: The Company's headquarters are located at 30 Gunners Buildings, Limberline Road, Portsmouth, Hampshire, PO3 5BJ. Contact can be made via email at info@silent-discohire.co.uk or via phone/WhatsApp at 07917 042876.

2. Booking, Payment, and Refundable Security Deposit

- 2.1. Booking Confirmation: A booking is confirmed only upon receipt of the full hire payment by The Company.
- 2.2. Refundable Security Deposit: A refundable security deposit of £100.00 is mandatory for all hire packages. This deposit must be paid alongside the hire fee.
- 2.3. Purpose of Deposit: The deposit is held as security against loss, theft, damage, late return fees, or excessive cleaning required for the Equipment.
- 2.4. Deposit Refund: The deposit, or the remaining balance thereof, will be refunded to The Hirer within seven (7) working days following the safe return and inspection of all Equipment, provided there are no applicable deductions under Section 5.

3. Delivery and Collection

- 3.1. Delivery: The Company provides complimentary nationwide delivery of the Equipment to The Hirer's nominated address.
- 3.2. Risk and Responsibility: Risk of loss or damage to the Equipment passes to The Hirer upon delivery (as confirmed by the courier) and remains with The Hirer until the Equipment is successfully collected by The Company's nominated courier.
- 3.3. Collection: The Company will arrange and provide pre-paid return labels and instructions for the collection of the Equipment. The Hirer is responsible for ensuring the Equipment is securely packaged and available for collection on the agreed date.

3.4. Failed Collection: If The Hirer fails to make the Equipment available for collection on the scheduled date, resulting in a failed collection attempt, The Company reserves the right to charge a fee equivalent to the cost of a new collection attempt.

3.5. Late Return Fee: If the Equipment is not made available for collection on the agreed date, The Hirer will be subject to a late return fee of £25.00 per day (or part thereof) per package until the Equipment is successfully returned to the courier. This fee will be deducted from the Security Deposit.

4. Use of Equipment

4.1. The Hirer agrees to use the Equipment solely for the purpose of a Silent Disco event in a responsible manner.

4.2. The Hirer is responsible for following all supplied setup and operation instructions.

4.3. The Hirer must not attempt to repair or modify the Equipment.

4.4. Maximum Battery Life: Headsets are supplied fully charged and are expected to provide 8–10 hours of continuous use.

4.5. Statutory Quality Rights (CRA 2015): The Company is legally required to supply the Equipment in accordance with the contract. Under the Consumer Rights Act 2015, the Equipment supplied must be:

(a) Of satisfactory quality (including appearance, safety, and durability).

(b) Fit for purpose (i.e., suitable for use as Silent Disco Headsets and Transmitters).

(c) As described (matching any description, model, or sample provided).

5. Damage, Loss, and Replacement Fees

5.1. The Hirer is responsible for the Equipment and any damage or loss that occurs during the hire period.

5.2. Deductions will be made from the refundable security deposit to cover the cost of repair or replacement of any damaged or lost items, based on the rates listed in Clause 5.3.

5.3. Damage and Replacement Cost Schedule:

Item	Description	Cost to The Hirer (Deducted from Deposit)
Silent Disco Headset	Lost or deemed beyond economical repair	£36.50 per unit
Audio Transmitter (Mains Powered)	Lost or deemed beyond economical repair	£159.00 per unit
Audio Transmitter (Battery Powered)	Lost or deemed beyond economical repair	£219.00 per unit

Audio Playback Device (Tablet)	Lost or deemed beyond economical repair	£120.00 per unit
Lighting Unit (e.g., Party Light)	Lost or deemed beyond economical repair	£120.00 per unit
Karaoke Player Inc. Microphone/s	Lost or deemed beyond economical repair	£150.00 per unit
Audio Cable (Aux/Phono)	Lost or deemed beyond economical repair	£10.00 per unit
USB-C/Lightning Cables & Connectors	Lost or deemed beyond economical repair	£15.00
Charging Cable/Power Supply	Lost or deemed beyond economical repair	£36.00 per unit
Minor Damage/Excessive Cleaning	Minor scuffs, water ingress (non-fatal), or excessive dirt/stickiness	£15.00 - £25.00 (based on assessment)

5.4. **Deposit Insufficiency:** Should the total cost of damage or replacement exceed the **£100.00** security deposit, The Hirer agrees to pay the outstanding balance within seven (7) days of receiving an invoice from The Company.

6. Cancellation

6.1. **Statutory Right to Cancel (Cooling-Off Period):** The Hirer has a statutory right to cancel this distance contract without giving any reason within 14 calendar days from the day the contract is concluded (i.e., the day the booking is confirmed). If The Hirer exercises this right, a full refund of the hire fee and the security deposit will be provided.

6.2. The Hirer must notify The Company immediately in writing if they wish to cancel the booking.

6.3. **Cancellation Charges (Outside Statutory Period):** If The Hirer cancels the booking after the 14-day statutory cancellation period has expired, the following charges apply:

- * Cancellation more than 30 days before the hire date: Full refund of the hire fee (deposit always fully refunded).

- * Cancellation 7-30 days before the hire date: 50% of the hire fee retained.

- * Cancellation less than 7 days before the hire date: 100% of the hire fee retained.

7. Governing Law

7.1. These Terms of Business and any non-contractual obligations arising out of or in

connection with them shall be governed by and construed in accordance with the laws of England and Wales.

7.2. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms or their subject matter or formation (including non-contractual disputes or claims).

These terms are subject to change. The terms in effect at the time of booking confirmation shall apply.