Hire Terms and Conditions

The Quiet Riot Party Co | Revision 6 | 29 October 2026

Please read these terms before accepting them. An enquiry is not a confirmed booking. Keep the terms version and written confirmation that apply to your hire.

1 Who you are booking with

Your hire agreement is with Mark Lockwood, a sole trader trading as The Quiet Riot Party Co. Business and correspondence address: 34 Woodside Park Avenue, Walthamstow, London, E17 3NP.

For enquiries, changes, cancellations or complaints, email enquiries@quietriotparty.co.uk and include your booking reference. For hire support, contact us by WhatsApp on 07958 732704 between 7am and 11pm UK local time (Europe/London). Messages outside these hours will be dealt with after support resumes. This does not promise an immediate response or limit your legal rights.

In these terms, “we”, “us” and “our” mean The Quiet Riot Party Co. “You” or “the Hirer” means the person or organisation named on the booking. “Equipment” means the hired items listed in your Booking Confirmation. “Hire Period” means the agreed period of use; delivery, collection and return arrangements are stated separately. “Booking Confirmation” means our written acceptance under clause 2.

2 Your booking and payment

Hires are available for parties from 1 December 2026. Check the equipment, event date, Hire Period, delivery and collection dates, addresses, total price and cancellation terms before placing an order or paying.

A booking request is your offer to hire. We accept that offer only when we send a Booking Confirmation identifying the Equipment, event date, Hire Period, delivery and collection arrangements, total price and payment status. An enquiry acknowledgement, availability check, provisional stock hold, payment attempt or payment-provider receipt is not by itself our acceptance of your booking.

A provisional stock hold lasts only until the expiry stated during checkout or in our written quotation. It does not guarantee a confirmed booking. A cancelled or abandoned checkout is not a confirmed booking; an unpaid hold may remain until its stated expiry. If payment is received but we cannot accept your order, we will notify you and promptly refund it.

We accept payment through secure Stripe checkout or a Stripe-hosted payment link issued by us, when offered for your booking. Any invoice we issue includes a secure Stripe payment link. Do not make payment until you have checked the written hire details and payment instructions. Live online checkout is available only when expressly offered on the website; a sandbox or test payment creates no real hire booking.

Payment of the hire fee does not authorise later debits. Additional sums properly due under clause 8 will be requested through a secure Stripe invoice or payment link unless a separate saved-card arrangement has been expressly accepted and successfully established. We will not represent that a checkbox alone saves a card or creates an operational later-charge facility.

3 Hire price and local discount

Your agreed total and included Equipment are shown before payment or in your written quotation. We are not VAT-registered and do not charge VAT. Advertised package prices and quoted charges are the total amounts payable, including any applicable taxes. Standard delivery and collection across England are included in the advertised packages, subject to delivery eligibility and the arrangements agreed for your booking.

Residents of Waltham Forest, Wanstead, Woodford and South Woodford receive 10% off eligible weekend headphone packages and hired music tablets, subject to confirmation of eligibility. The final quote shows the discount applied. Midweek hire uses standard package and add-on prices with no local discount.

Music tablets cost £25 each, or £60 for three, before any eligible weekend local discount. USB-C adapters, where needed and agreed, are purchased for £5 each, receive no local discount and are yours to keep. Lightning adapters are not supplied by us; you must obtain a suitable one if needed for your own device.

When you hire three music tablets, all leads and connections required to use those tablets with the supplied transmitters are included. No additional leads or adapters are required for that three-tablet setup and none will be added to your booking for that purpose. If you choose to connect an additional device of your own, tell us so we can check any separate requirements.

No optional extra or additional charge will be added without your agreement, except a reasonable sum properly due under the agreed terms and the notice and dispute process in clause 8.

4 Delivery hire period and collection

Provide accurate delivery and event addresses and ensure an agreed recipient can receive the Equipment. Your Booking Confirmation will state the expected delivery date, event date, Hire Period, collection date and any essential delivery deadline agreed with you. Weekend collection is normally on the first working day after the weekend, but the exact confirmed date takes precedence.

We will use reasonable care and skill to arrange delivery in time for your agreed event. Tell us promptly about non-delivery, missing items, faults or proposed changes using the contact details in clause 1. Test the Equipment as soon as reasonably practicable after delivery. Any requested reporting time helps us arrange a timely remedy; missing it does not automatically remove your statutory rights.

If delivery misses an expressly agreed essential deadline, or a material fault or shortage prevents substantially the agreed use, we will seek a timely remedy, including replacement where feasible. If a suitable remedy cannot be provided in time, we will provide an appropriate price reduction or refund for the affected hire, including a full refund where required by law. Your statutory remedies take priority.

Keep the transport crates and protective packaging. Fold and count the headphones, pack every hired item securely and follow the return instructions. Make the Equipment available for collection on the confirmed date. Tell us promptly if collection fails or you need an extension. Proposed extra arrangements and charges must be explained and agreed, subject to your legal rights and clause 8.

5 Hirer responsibility and equipment care

You must be at least 18 and, if booking for an organisation, have authority to do so. You are responsible for reasonable care of the Equipment while it is in your custody, including use by your guests, employees, contractors and venue staff, subject to the exclusions and fair assessment in clause 8.

Risk of loss or damage passes to you when the Equipment is delivered to the agreed recipient or otherwise received in accordance with delivery instructions you have expressly agreed. We will not treat an unapproved unattended delivery as receipt by you. Your responsibility ends on collection by us or our nominated courier, except for damage attributable to your inadequate packing. You are not responsible for our courier’s loss or damage after proper handover.

Obtain and retain collection confirmation where reasonably available. Lack of a receipt does not, by itself, establish liability. We will consider tracking, photographs and other relevant evidence.

Keep Equipment dry, secure and away from excessive heat, drinks and damage. Follow the setup guide, supervise children, use comfortable listening volumes and do not attempt repairs or modifications. Report loss, theft, damage or faults as soon as reasonably practicable. Report theft to the police and provide a reference where available. Equipment remains our property; do not sell it, lend it onwards or dispose of it.

6 Music compatible devices and hired tablets

Unless included in your agreed package, you supply compatible music devices, suitable adapters and your music. Check connections and offline playback before the event using our setup guide. With fewer than three hired tablets, check the connections for each remaining music device of your own. With three hired tablets, the required leads and connections are included as described in clause 3.

You are responsible for permissions and music licences required for your particular event and for complying with your music service's terms. A private domestic party and a public or commercial event can have different requirements. Hiring our Equipment or tablets does not itself grant music rights or mean that a personal streaming subscription permits public playback. Ask the relevant rights holder or licensing body if unsure.

7 Cancellations date changes and cooling off

Email enquiries@quietriotparty.co.uk as soon as you want to cancel or change a date, giving your name and booking reference. An unconfirmed enquiry or offer can be withdrawn without charge. Date changes depend on availability and our written agreement; we will explain any price difference before you decide.

For consumer bookings made online, by email or by phone, we provide a 14-day cooling-off period from the day after the contract is formed. You may cancel during that period by any clear statement, including email, without giving a reason. This customer safeguard is not a claim that equipment hire is exempt from statutory cancellation rights because it relates to a dated party. Any longer period or other right required by law takes precedence.

If you want the hire or related services to begin within that period, we will obtain your express request before performance starts and explain any lawful proportionate charge for service actually provided if you cancel. Any loss of a statutory cancellation right on full performance requires the express consent and acknowledgement required by law. A general terms checkbox alone will not be treated as that request or acknowledgement.

Where cooling-off or another statutory cancellation right requires a refund, we will refund without undue delay and within the applicable legal deadline, normally within 14 days after notification for a service cancellation. Refunds use the original payment method unless you expressly agree otherwise, without a refund fee. Where return of already supplied Equipment is required, we will explain the applicable return arrangements, charges and refund timing before you book.

Outside an applicable cooling-off period, a cancellation charge will be limited to our reasonable, evidenced net loss directly caused by the cancellation and will not exceed the agreed hire price. We will take reasonable steps to reduce our loss, account for costs avoided and replacement bookings, and explain the calculation. There is no automatic forfeiture of the whole hire price, fixed penalty or undisclosed cancellation percentage. We will refund the remaining balance promptly and within any applicable legal deadline.

Any specially agreed cancellation arrangement must be disclosed before you order or pay, included in your Booking Confirmation, and remain fair and lawful. It cannot override statutory rights. If we cannot fulfil a booking or you cancel because of our breach, clause 9 and your statutory remedies apply.

Optional cancellation message: "To Mark Lockwood trading as The Quiet Riot Party Co, enquiries@quietriotparty.co.uk: I give notice that I cancel my hire booking. Booking reference: ____. Contract date: ____. Name: ____. Address: ____. Date of notice: ____." You do not have to use this wording.

8 Loss damage charges and payment

Important separate card payment authority. Clauses 8.2 to 8.7 permit a saved-card debit only if you separately accepted the Card Payment Authorisation and Stripe successfully established the supported arrangement. Neither agreeing to these terms nor paying the hire fee alone gives that authority. Until that arrangement is operational for your booking, any properly due additional sum will be requested through a secure Stripe invoice or payment link. The notice and dispute safeguards below apply in either case.

8.1 Fair assessment of responsibility

You are responsible for loss, theft or damage arising while Equipment is in your care, excluding fair wear and tear, pre-existing defects, inherent faults and loss or damage attributable to us or our appointed carriers. A charge is limited to reasonable repair, replacement or other direct loss properly incurred, taking account of age, condition, value, repairability, avoided costs and the circumstances. We will not recover the same loss twice.

8.2 Scope of any separate card authority

Only where separately authorised and technically established, you authorise us, through Stripe, to store payment credentials and initiate later payments for sums properly due under this agreement. These may include missing, lost, stolen or damaged Equipment, reasonable additional cleaning, reasonable collection costs caused by failure to follow agreed arrangements, and other charges you expressly agreed. This is not authority for arbitrary charges, penalties or sums not properly due. Any instruction to withdraw payment authority will be respected in accordance with applicable law and provider requirements; withdrawal does not itself extinguish a valid debt.

8.3 Inspection evidence and notice

We will inspect returned Equipment reasonably promptly and retain relevant dispatch and return records. Before requesting or attempting an additional payment, we will email an itemised notice stating the booking reference, affected items, alleged loss or damage, supporting evidence where reasonably available, the proposed amount, a reasoned calculation and the exact response deadline. We will consider your evidence fairly.

8.4 Notification timestamp and response period

We will send the notice to the email address supplied for your booking, or a replacement address you notify to us. The “Notification Timestamp” is the date and time our email service records successful transmission, provided we have not been notified of delivery failure. Provider acceptance is not conclusive proof that you read or received the email.

You have 48 consecutive elapsed hours from that timestamp to raise a written dispute. The notice will state the precise deadline in UK local time (Europe/London), including the applicable GMT or BST offset. We will retain transmission records. If we learn delivery failed, we will correct or confirm the address, resend and restart the period; we will not rely on a known failed notice. Tell us promptly if your email address changes.

The deadline does not make an incorrect amount payable and does not remove your right to raise a genuine dispute later, request a refund or exercise statutory or card-scheme rights.

8.5 Payment after the response period

If no dispute has been received within the period, we may attempt collection only of the properly payable amount in our latest notice, using a separately authorised and operational saved-card arrangement. Otherwise we will request payment through Stripe. Silence is not an admission of liability or a waiver of rights. We will issue an electronic receipt for a collected payment.

8.6 Disputed or revised charges

We will pause collection of a disputed amount while we reasonably review the evidence, including a genuine dispute brought to our attention after the original deadline but before collection. We will explain the outcome and reasons in writing. If we maintain or revise the charge, we will send a further itemised notice and allow a further 48 consecutive hours before attempting collection. We will not charge more than the amount in the latest notice without a new assessment and response period. Your rights to challenge an amount after payment remain unaffected.

8.7 Unsuccessful payments

If an authorised payment fails, we will request the properly due sum through a secure Stripe invoice or payment link. A failed payment does not itself extinguish a valid debt, but does not override the notice, dispute or statutory protections in these terms.

8.8 Payment security

Stripe handles payment credentials under its applicable security arrangements. We do not store full card numbers or card security codes in our own booking records. We retain only the booking, consent and payment references needed to administer the hire and evidence any agreed authority.

8.9 Replacement reference amounts and deposits

The following figures are maximum replacement reference amounts for items that are missing or beyond economical repair, not automatic penalties. The actual charge is our reasonable evidenced loss and may be lower after considering age, condition, repairability and avoided costs. We will not charge both a component and the complete item for the same loss. These are total amounts; no VAT is added.

Item	Maximum reference amount
Headphone	£50
Ear cup	£5
Transmitter	£175
USB cable and plug	£9
Antenna	£5
3.5 mm jack to RCA cable	£5
RCA to RCA cable	£5
Audio tablet	£99
Transport crate	£25
Printed instruction manual	£3

Repairable items are assessed at reasonable repair cost, subject to the fair loss assessment above. Any other hired Equipment must have its replacement reference amount disclosed before booking. Purchased adapters are yours to keep.

No security deposit is required for standard bookings of up to 100 headphones. Any custom-hire deposit must be agreed before payment, including its amount, permitted deductions and return date. A deposit is not a limit on properly evidenced liability. Deductions must follow the notice and dispute safeguards above.

Separate Card Payment Authorisation

Where a supported saved-card arrangement is offered and has been verified, we will ask you to accept this authorisation separately. It will not be pre-ticked or implied by acceptance of the general terms. Any requirement to accept it as a condition of a particular hire will be made prominent before checkout begins.

“I authorise Mark Lockwood trading as The Quiet Riot Party Co, through Stripe, to save the payment method used for this booking and initiate later payments for reasonable, properly evidenced sums due under clause 8, including missing or damaged Equipment and agreed cleaning or collection charges. I will receive an itemised notice and an exact deadline allowing 48 consecutive hours to dispute the proposed charge before collection is attempted. Disputed amounts will be reviewed and any maintained or revised charge will receive a further 48-hour notice. I may challenge a charge, and my statutory and card-scheme rights remain unaffected.”

9 Problems refunds and your rights

Contact us using clause 1 if Equipment is late, incomplete, faulty or not as described. During support hours we will seek a remedy useful for the agreed event, including repair, replacement or other practical help where feasible. We do not make your rights depend on accepting Equipment after an essential event deadline has passed. Clause 4 describes delivery and fault remedies.

If we cannot fulfil all or part of the agreed hire, we will explain the options and refund the affected amount; where the hire cannot substantially serve its agreed purpose and the law requires it, this includes a full refund. Any refund or other remedy will be handled within the applicable legal timescale. These terms do not cap or exclude remedies required by law.

Nothing excludes or restricts your statutory consumer rights, liability for fraud, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded. If you complain, we will review the circumstances and reply with our reasons and proposed resolution. You remain free to use applicable consumer, court and payment-dispute procedures.

10 Your information acceptance and contract records

We use your details to arrange, administer and support your hire, process payments and deal with legitimate claims. Read the privacy information supplied with the booking, including the role of Stripe and our email provider. Acceptance of these terms does not sign you up for marketing.

Before payment you will have an opportunity to read the applicable terms, total price, dates, return obligations and cancellation arrangements. General terms acceptance and any separate card authority must be recorded separately using actively selected checkboxes or equivalent express agreement.

We will provide your Booking Confirmation and a copy of the accepted terms by email or another durable medium you can retain unchanged. A website link alone will not replace that copy. The confirmation will identify the terms version, any separate card-authority version and consent record, booking reference, Equipment, event and hire dates, exact delivery and collection arrangements, total price, discounts and payment status.

We will keep appropriate evidence of the accepted version, acceptance time, booking and payment references, and any separate card-authority decision, with access and retention governed by our privacy arrangements. We will not collect unnecessary device data merely to evidence acceptance. Later website changes do not retrospectively change an existing confirmed agreement without lawful agreement.