



GigLoo Hire Guide (Private / Domestic Customers – wet hire)

Thank you for considering hiring our contemporary toilet and shower units.

Please refer to the below concise hire information to guide you through the booking process and to give you an indication of what onsite facilities and requirements you may need to ensure your event goes smoothly. Guide be used alongside and in accordance with our formal T's and C's supplied on confirmation of your order and available to view on our website.

What is included with your hire

- Our hire rates are **weekly** not daily. (Generally mid-week to mid-week to cover the weekend)
- **Delivery charges** are calculated on the distance from our depot near Haywards Heath, West Sussex and are based on weekday delivery/collection during working hours. It may be possible to arrange for weekend delivery or collection, but this is by special request and additional charges will apply. We will discuss your requirements at the time of booking. Trailer units are towed into place, but the pods will have to be lifted in by crane or forklift. If neither are available, we will need to be made aware so one can be sent with the delivery.
- **Toilets** will be fully stocked with water in the header tank, chemicals and consumables including soap, paper towels and toilet roll. It will be installed and tested at your location by our friendly knowledgeable technicians. All our toilets are configured as 'recirc', this means that the waste is stored in a tank which will require emptying at the end of the hire period. This emptying is included in your hire charge. Depending on the duration of your event, or the number of people attending, it may be necessary to arrange for additional site visits so the tank can be emptied during the hire period. See servicing.
- **Showers** are delivered with 1 x 47kgs of LPG for the hot water provision or 2 x 47 kgs depending on the unit size.
- All our units are **checked and inspected** prior to delivery to ensure they are in the best condition when they are delivered however, should something go awry, we will provide a trouble shooting guide and a service engineer contact number.
- An optional **damage waiver** fee of 5% of the hire costs is included. This covers accidental damage up to £1,000 on each GigLoo Trailer or Pod, extraordinary cleaning up to £250 per order and loss of accessories up to £250 per order. Opting out of this waiver will leave you liable to extra charges.
- Should you have any issues on the day our friendly telephone support team will be on hand to talk you through any issues and out of hours number will be provided and a call out by an Engineer will be provided within a 4-hour window of your notification, if the issue is not solved over the phone.



0330 333 8777

hello@gigloo.co.uk



What do you need on site?

When deciding where to put your unit please consider how close it needs to be to electricity, water and drainage, how level and stable the ground is and the site has to be accessible for our delivery vehicles and technicians.

Electricity

- **Toilet trailer units** must be connected to a power supply providing 230v/16 amps, a 13amp adapter is available but this may mean we have to turn off the hot water. Power is required to provide lighting, heating of the water for handwashing and powering the pump/flushing system. If you are using a generator it will need to provide 5KVA to each of our units you connect to it.
- Your unit needs to be sited on flat ground within a 20m reach of services.
- Easy access **toilet pods** are slightly different, they need 32amp 230v.
- **Portables** are undemanding and need nothing more than a level and well illuminated place to stay.

Water

- **Toilets** with sinks need water for hand washing so the storage tank, known as the 'header' tank may, depending on use, need to be topped up with fresh water during your event. There is 20 metres of hose provided with a standard domestic Hozelock connector.
- **Showers** need to be connected to a fresh water supply with a minimum pressure of 2 bar per unit. The more units connected to the water supply, the higher the pressure needs to be. Trailers and pods have 20 metres of hose and can connect to a standard domestic Hozelock connector.
- Toilets and showers can freeze in extreme weather conditions. We cannot be responsible for the functionality of the unit if the temperature drops below zero.

Waste

- Unless requested at the time of booking, **toilets** will be set up as 'recirc' which means they do not need to be connected to mains sewage, we will remove and dispose of the waste on collection of your unit. Should you require additional waste removal during your event please see additional costs - Servicing.
- Grey water from the **showers** will need to be discharged into a suitable onsite drain or soakaway. The unit has 3m of pipe for this purpose. If water is not readily available or waste needs to be removed from site, please see additional costs - Water



What won't be included - Additional costs

Servicing

- Depending on the length of your event the **toilet waste** tank may need to be emptied mid hire. This involves one of our technicians visiting your site with equipment to enable them to remove the waste and during their visit they will also top up the water tank and replenish the consumables.
- Event Crew during your event are not included. Packages are available should you require one or more onsite attendant or technician
- Some of our toilet trailers can be set up as freshwater flush and mains

Please call the team to receive advice and costings for these services.

Water

- If there is no water on site for your **shower** then it will need to be supplied and stored in a suitable container by a third party, you may also need a pump to boost the water pressure. If there is nowhere to safely dispose of the grey water, then a separate storage will be needed, and a third party will need to be booked to take the water off site.
- Without water on site then the header tanks for the sinks in the **toilets** will run dry. If additional water is required, then the process described for shower units above will also apply here.

Delayed Delivery/Late Collection

- Our **delivery rates** include one hour on site to set up or to de rig the unit, if we are unable to gain access to the site to deliver or collect the unit at the pre agreed times we reserve the right to levy a delayed delivery/late collection fee. Additional Waiting time onsite is chargeable at £30ph.

Call out charges

- If the units are at fault, then of course we will come out to rectify free of charge. However, if it turns out it has been caused by, or it was within the responsibilities of the user to troubleshoot, then additional fees will apply for both the call out and the works carried out. In this circumstance, GigLoo reserves the right to ask for a credit card as a method of guaranteeing payment before any additional work is carried out onsite. Please note that the first point of call will always be to try and resolve the fault over the phone before starting this process.

Public Liability insurance

- It is the Hirers responsibility to ensure the unit is covered by adequate public liability insurance and against damage, fire and theft from the point of delivery signature until off -hire / collection



0330 333 8777

hello@gigloo.co.uk



What happens next

- Once you have decided to go ahead, please accept your quote online (if you haven't already) and we will send a rental agreement contract, please sign and return to us and we will then send you your invoice. Our payment terms ask for a 30% deposit at the time of booking, with the final balance payment due 30 days before the delivery date. The deposit is strictly non-refundable and will be lost if the booking is cancelled, (please see below Covid policy for separate T&Cs). The remaining balance is refundable up until 30 days prior to delivery. Past this point the booking is 100% chargeable and no refunds will be offered.
- Any questions? Please do call or email on the below contacts and one of our friendly sales team will be able to assist you.

Cancellation Policy

- Our payment terms ask for a 30% deposit at the time of booking, with the final balance payment due 30 days before the delivery date. The deposit is strictly non-refundable and will be lost if the booking is cancelled. The remaining balance is refundable up until 30 days prior to delivery. Past this point the booking is 100% chargeable and no refunds will be offered.

COVID19 Policy as @ November 2021

- As a valued customer of GigLoo Ltd, we commit to keeping you up to date on our business stance amid the Coronavirus outbreak. As the virus (COVID-19) continues to affect people and businesses worldwide, we want to personally reach out and assure you of our commitment to you as a fellow event professional / organiser.
- We are continuing to operate at full capacity, taking new orders as usual and upcoming bookings are still going ahead, our hire supply chain is unaffected currently, with only a small lead time increase on sanitising consumables which we are working to improve on.
- In order to maintain an equilibrium in these times we would like to offer the promise of full deposit refund should the government impose a ban on events / gatherings over a certain number of attendees in the coming months. Or if an event needs to be postponed, we will honour your booking/deposit and work with you and the venue to secure a new date. If changes are made to an order due to reduced capacity enforced by Covid regulation within a 6 week period before delivery due date then refunds cannot be made / transferred on the reduced stock.



0330 333 8777

hello@gigloo.co.uk