SRS Radio Communications

RADIO EQUIPMENT HIRE TERMS & CONDITIONS

Version: October 2026

Please read these terms carefully before signing or otherwise agreeing to a hire.

1. ABOUT THESE TERMS

These Hire Terms & Conditions ("Terms") apply to the hire of radio communication equipment and associated accessories ("Equipment") by SRS Radio Communications ("SRS Radio Communications", "we", "us" or "our") to the person, business, organisation or other customer named on the relevant hire agreement, quotation, order confirmation or invoice ("Customer" or "you").

The specific Equipment, hire period, charges, collection/delivery arrangements, deposit (if any), and any special conditions will be set out in the relevant hire agreement, quotation, order confirmation or invoice. Those documents form part of the contract between SRS Radio Communications and the Customer.

Where the Customer is a Consumer (an individual acting wholly or mainly outside their trade, business, craft or profession), mandatory consumer rights apply. Nothing in these Terms is intended to exclude or restrict any legal right or remedy that cannot lawfully be excluded or restricted.

2. ACCEPTANCE AND FORMATION OF THE CONTRACT

A contract is formed when SRS Radio Communications accepts the Customer's order or booking, or when SRS Radio Communications supplies or makes the Equipment available to the Customer following acceptance of the booking, whichever occurs first.

The Customer confirms that the information supplied to SRS Radio Communications is accurate and complete and that the person entering into the contract has authority to do so where the Customer is a business or organisation.

No variation to these Terms or to the agreed hire arrangements will be binding unless agreed by SRS Radio Communications in writing, except where a change is required by law or is otherwise permitted under the contract.

3. HIRE PERIOD AND AVAILABILITY

The hire period will be the period stated in the hire agreement or booking confirmation. The Customer must make the Equipment available for return at the agreed time and place.

If the Customer wishes to extend the hire period, SRS Radio Communications must agree the extension in writing. An extension may be subject to additional hire charges and availability.

SRS Radio Communications may refuse or cancel a booking before the hire begins where the Equipment is unavailable, unsafe, subject to an unforeseen technical issue, or where there is another reasonable operational or legal reason. Where SRS Radio Communications cancels a confirmed Consumer booking for reasons within SRS Radio Communications's control, any payment relating to the cancelled hire that is due to be refunded will be refunded in accordance with applicable law.

4. CHANGES TO A BOOKING

Requests to change the quantity, type of Equipment, hire dates, delivery/collection arrangements or other booking details must be agreed by SRS Radio Communications.

A requested change may result in a change to the hire charge, delivery or collection charge, availability, or other agreed arrangements. SRS Radio Communications will notify the Customer of any additional charge before the change is implemented where reasonably practicable.

5. PRICES, DEPOSITS AND ADDITIONAL CHARGES

The applicable hire charge, delivery or collection charge, deposit (if any), VAT and other charges will be stated in the relevant quotation, booking confirmation, hire agreement or invoice.

Where a refundable deposit is required, SRS Radio Communications may apply the deposit against amounts properly due under the contract, including reasonable repair or replacement costs resulting from loss or damage for which the Customer is responsible, late-return charges, missing accessories, or other agreed charges. SRS Radio Communications will return any remaining balance of the deposit within a reasonable period after the Equipment has been returned and inspected.

SRS Radio Communications will not impose a charge that is unlawful or, where the Customer is a Consumer, unfair or disproportionate.

6. PAYMENT

Payment must be made in accordance with the payment terms stated on the relevant invoice, quotation, booking confirmation or hire agreement.

SRS Radio Communications may require payment in advance for some or all of a hire, particularly where Equipment is being reserved for a specific event or period.

If a payment is overdue, SRS Radio Communications may, subject to applicable law and any mandatory consumer rights, suspend further supply or hire and recover reasonable costs associated with recovering sums properly due.

For qualifying business-to-business debts, SRS Radio Communications may exercise any statutory rights to interest and compensation available under applicable late-payment legislation, unless a different lawful contractual arrangement has been agreed.

7. DELIVERY AND COLLECTION

Unless otherwise agreed, delivery and collection will be at the Customer’s expense. Any delivery or collection times provided by SRS Radio Communications are estimates unless expressly agreed as a fixed time.

The Customer must ensure that someone authorised to receive the Equipment is available at the agreed delivery address and that reasonable access is available.

Risk in hired Equipment passes to the Customer when the Equipment is delivered to the Customer or collected by the Customer, and remains with the Customer until the Equipment has been returned to and accepted by SRS Radio Communications, subject to the provisions of these Terms.

8. CUSTOMER'S RESPONSIBILITIES DURING HIRE

- take reasonable care of the Equipment and keep it secure;

- use the Equipment only for its intended purpose and in accordance with SRS Radio Communications's instructions and the manufacturer's instructions;
- ensure that the Equipment is operated only by persons who are suitably competent and authorised;
- not sell, loan, sub-hire, pledge, transfer, modify, repair, reprogram or otherwise dispose of the Equipment without SRS Radio Communications's prior written consent;
- not remove or obscure serial numbers, labels or identification marks;
- not use the Equipment in a way that is unlawful, unsafe or outside the conditions of any applicable radio licence or authorisation;
- notify SRS Radio Communications as soon as reasonably practicable of any loss, theft, damage, fault, malfunction or other problem affecting the Equipment; and
- return the Equipment, including all batteries, chargers, aerials, belt clips and other supplied accessories, at the agreed time and in substantially the condition in which it was supplied, allowing for fair wear and tear.

9. LOSS, THEFT, DAMAGE AND MISSING ITEMS

The Customer is responsible for loss, theft or damage to hired Equipment where that loss, theft or damage results from the Customer's breach of these Terms, negligence, misuse, failure to take reasonable care, or the acts or omissions of persons for whom the Customer is responsible.

The Customer is not responsible for ordinary fair wear and tear or for faults arising from causes for which SRS Radio Communications is responsible.

Where the Customer is responsible for loss or damage, SRS Radio Communications may recover the reasonable cost of repair or, where repair is not reasonably possible, the reasonable replacement cost of the affected Equipment or accessory, taking into account its age, condition and any other relevant circumstances. SRS Radio Communications will not seek a disproportionate charge.

The Customer should maintain appropriate insurance where the value or nature of the Equipment or the hire circumstances make this appropriate.

10. LATE RETURN

Equipment must be returned at the agreed time. If Equipment is returned late without SRS Radio Communications's prior agreement, SRS Radio Communications may charge the applicable hire rate for the additional period for which the Equipment remains on hire, together with any reasonable additional delivery, collection or administration costs actually incurred.

If late return prevents SRS Radio Communications from fulfilling another confirmed booking, SRS Radio Communications may also seek reasonable losses that are legally recoverable. Nothing in this clause permits SRS Radio Communications to impose an unlawful penalty or an unfair charge on a Consumer.

11. EQUIPMENT CONDITION, FAULTS AND REPAIRS

SRS Radio Communications will take reasonable care to ensure that Equipment supplied for hire is in a serviceable condition and suitable for the agreed purpose, subject to any limitations or specifications notified to the Customer.

Radio range, battery life, audio quality and other performance may vary according to terrain, buildings, interference, weather, network conditions, configuration, battery condition and other factors. Any range or performance figures supplied by SRS Radio Communications are estimates unless expressly guaranteed.

The Customer must not attempt to repair, dismantle or modify faulty Equipment unless SRS Radio Communications has expressly authorised this. The Customer must notify SRS Radio Communications promptly of any fault.

Where Equipment develops a fault that is not caused by the Customer, SRS Radio Communications will, where reasonably practicable, repair or replace the affected Equipment or provide an appropriate alternative. This is subject to any mandatory statutory rights that apply to the Customer.

12. RADIO LICENSING AND LEGAL USE

Where the use of the Equipment requires an Ofcom licence or other regulatory authorisation, the Equipment must be used only in accordance with the applicable licence, authorisation and conditions.

Unless expressly agreed otherwise in writing, the Customer is responsible for ensuring that its use of the Equipment is lawful and complies with all applicable laws, regulations, licence conditions and instructions.

Where SRS Radio Communications supplies Equipment for use under a licence held or arranged by SRS Radio Communications, the Customer must use the Equipment only within the conditions communicated by SRS Radio Communications and must not alter frequencies, programming or other configuration without SRS Radio Communications's written authorisation.

The Customer must not use the Equipment for any unlawful purpose or in a manner that could cause harmful interference or breach an applicable licence condition.

13. CUSTOMER INFORMATION AND IDENTIFICATION

SRS Radio Communications may request reasonable identification before releasing Equipment, particularly where this is necessary to verify the Customer's identity, reduce fraud risk or protect SRS Radio Communications's property.

SRS Radio Communications will seek to collect only identification information that is reasonably necessary for these purposes. Unless required for a specific legal, insurance or contractual purpose, SRS Radio Communications will not retain copies of identity documents merely because they have been checked.

The Customer must provide accurate contact and billing information and promptly notify SRS Radio Communications of any material change affecting the hire.

14. CANCELLATION AND CONSUMER CANCELLATION RIGHTS

A Customer may request cancellation of a booking before the hire begins. Any cancellation charge applicable to a business booking will be stated in the booking terms or will reflect reasonable costs and losses actually incurred or committed by SRS Radio Communications as a result of the cancellation.

Where the Customer is a Consumer and the contract is a distance or off-premises contract to which statutory cancellation rights apply, the Consumer may have a legal right to cancel within the applicable cancellation period. SRS Radio Communications will provide the information and cancellation arrangements required by law.

Where a Consumer expressly requests that a service begins during a statutory cancellation period, SRS Radio Communications may be entitled to receive payment for the proportion of the service supplied before cancellation where the law permits. Any statutory exception or cancellation right will apply where relevant.

Certain contracts may be excluded from statutory cancellation rights, including some contracts for leisure activities where the contract provides for a specific date or period of performance. Whether an exclusion applies depends on the particular contract and circumstances.

Nothing in these Terms removes or restricts any cancellation or refund right that cannot lawfully be removed or restricted.

15. LIABILITY

SRS Radio Communications will provide the Equipment and any agreed services with reasonable care and skill and will comply with applicable statutory obligations.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Where the Customer is a Consumer, nothing in these Terms is intended to exclude or restrict the Consumer's statutory rights or remedies.

Subject to the above and to applicable law, SRS Radio Communications will not be responsible for losses that are indirect or consequential where the law permits such limitation, including loss of profit, loss of business or loss of opportunity.

The Customer remains responsible for ensuring that the Equipment is used appropriately, safely and in accordance with the manufacturer's instructions, SRS Radio Communications's instructions and applicable law.

16. EVENTS BEYOND OUR REASONABLE CONTROL

SRS Radio Communications will not be liable for delay or failure to perform an obligation where this is caused by circumstances beyond SRS Radio Communications's reasonable control, including severe weather, fire, flood, power or telecommunications failure, transport disruption, industrial disputes, supplier or manufacturer delays, government restrictions, changes in law or regulation, or other comparable events.

SRS Radio Communications will take reasonable steps to minimise the effect of such circumstances and will communicate with the Customer where reasonably practicable.

Nothing in this clause removes any mandatory right a Consumer may have to a refund, cancellation or other remedy under applicable law.

17. INTELLECTUAL PROPERTY

Copyright, designs, documents, quotations, photographs, technical information, programming information, manuals and other materials supplied or produced by SRS Radio Communications remain the property of SRS Radio Communications or the relevant rights holder unless otherwise agreed.

The Customer must not copy, reproduce, distribute or use such materials for purposes outside the hire without permission, except where permitted by law.

18. SUSPENSION OR TERMINATION

SRS Radio Communications may suspend the hire or terminate the contract where the Customer commits a material breach, fails to make a payment when due, uses the Equipment unlawfully or dangerously, or becomes insolvent, subject always to any rights the Customer has under applicable law.

If a hire is terminated early due to the Customer's breach, the Customer must promptly return all Equipment and remains liable for sums properly due under the contract, including reasonable recovery costs where legally recoverable.

19. COMPLAINTS

If the Customer has a complaint about Equipment or services supplied by SRS Radio Communications, the Customer should contact SRS Radio Communications as soon as reasonably practicable using the contact details below. SRS Radio Communications will investigate complaints and seek to resolve them reasonably and promptly.

Nothing in this complaints procedure prevents a Consumer from exercising any statutory right or remedy.

20. DATA PROTECTION

SRS Radio Communications will process personal information in accordance with applicable UK data-protection law and SRS Radio Communications's Privacy Notice.

Personal information may be used where necessary to administer bookings and hires, verify identity, communicate with customers, process payments, maintain records, recover debts, protect SRS Radio Communications's property and comply with legal obligations.

SRS Radio Communications will seek to collect information that is adequate, relevant and limited to what is necessary and will retain personal information only for as long as reasonably necessary for the purposes for which it is held or where a longer period is required by law.

21. ENTIRE AGREEMENT AND SEVERABILITY

These Terms, together with the relevant quotation, booking confirmation, hire agreement, invoice and any expressly agreed special terms, form the contract between SRS Radio Communications and the Customer in relation to the relevant hire.

If any provision is found to be invalid, unlawful or unenforceable, that provision will be treated as modified or removed to the extent necessary and the remaining provisions will continue in effect.

If there is a conflict between these Terms and expressly agreed special terms, the special terms will take precedence to the extent of the conflict.

22. GOVERNING LAW AND JURISDICTION

These Terms and the relevant contract are governed by the law of England and Wales, except where mandatory law requires otherwise.

The courts of England and Wales shall have jurisdiction over disputes, subject to any mandatory legal rights available to a Consumer or any other applicable legal requirement.

23. CONTACT DETAILS

Business	SRS Radio Communications Radio Communications
Email	info@srsradiocommunications.co.uk
Telephone	07981 845460
Website	www.srsradiocommunications.co.uk

CUSTOMER IDENTIFICATION CHECK

SRS Radio Communications Radio Communications may request identification before releasing hired equipment. Please record the minimum information necessary to confirm that identification was checked. Do not retain a copy of an identity document unless there is a specific lawful reason to do so.

ID type	Checked / Reference	Date	Checked by
☐ Driving Licence			
☐ Passport			
☐ Other			

CUSTOMER DECLARATION & AGREEMENT

I confirm that I have read and understood the SRS Radio Communications Radio Communications Hire Terms & Conditions and agree to be bound by them in relation to the hire of the Equipment identified in the relevant hire agreement, quotation, booking confirmation or invoice. I confirm that the information I have provided is accurate.

Customer name	_____
Business / organisation (if applicable)	_____
Customer signature	_____
Date	_____
SRS Radio Communications representative	_____

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www.srsradiocommunications.co.uk | 07981 845460 | info@srsradiocommunications.co.uk