



## DELIVERY PROCEDURE

- Delivery hours are between 9:00am and 5:30pm; any deliveries outside these hours must be preapproved by HHF and our driver. Additional compensation for deliveries and pick-ups that fall outside of normal business hours shall be negotiated between the driver and client, via your rental agent.
- All deliveries and pick-ups are curbside only. HHF is not responsible for the transportation of the gear past the curb. If our driver is asked to bring the gear anywhere other than curbside, this request will be refused.
- All arrangements must be made at least 2 business hours in advance of the driver's intended arrival to location for timeliness to be guaranteed. This extends to mean that early AM deliveries must be confirmed by 4pm the previous day.
- All gear deliveries AND pick-ups must be supervised by a member of the production crew, whose contact number is required in advance, to ensure efficiency. It is the responsibility of the production crew to receive all gear and ensure it is being stored in a safe manner. Having our driver drop-off gear unattended onto a stage is not acceptable. It becomes difficult to ensure all the gear is properly returned and nothing has been left behind when a pick-up is scheduled for the morning after a shoot, and no one from production is there. It is not our driver's, nor HHF's responsibility to sort through equipment on location or at stages upon pickup.
- Our driver is not expected to stay at your location for more than 30-45 minutes. If he is made to wait because the production is unprepared upon arrival, additional fees will be incurred.
- Some buildings in NYC have tight security which requires vehicle inspections; others have busy loading docks and the truck may have to wait as long as an hour or more for a chance to unload. All deliveries to these types of facilities will incur additional charges. If HHF is not notified in advance of these time consuming procedures, we cannot be held responsible for late delivery. HHF will make every attempt to complete the task at hand, however if unforeseen delays threaten the timeliness of other deliveries or pick-ups, we may need to fulfill our other obligations first.
- If upon arrival to a delivery or pick-up our driver is required to perform any tasks other than loading or unloading the gear curbside, additional charges will be levied. Furthermore, if the driver feels he cannot safely perform any requested tasks, he will refuse and wait for assistance to be sent from HHF, in the form of another employee that production will be billed for.