

# First Time Hiring Info



## Thanks for choosing us

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Yay! How cool that you've chosen to hire from us. We so appreciate it.

Please take a sec to read this document to familiarise yourself with how we work. There are only 2 pages.

## To book

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If you've found what you're after, shoot me through an email listing the items you'd like and the dates you need them for to [hire@lightchasers.nz](mailto:hire@lightchasers.nz) and I'll do my best to get back to you with availability within a couple of hours. If you haven't heard back (and it's still a reasonable hour, not like 11:30pm), flick me through a txt on 021 462 400.

To confirm the booking we need to get you setup in our system, so please fill out an [application form](#). If you can scan and send that to me then that's awesome. I can then email you a confirmation and an invoice for the items you are wanting. If you were a previous rental client of M3 Creative, then (as long as I can find your application form) you don't need to complete a new one.

- \* Our insurance requires that you also bring to pickup a document which has your address on it (power bill / phone bill, ideally not a bank statement if at all possible).
- \* Please also bring your photo ID when you come to collect. Drivers license is best.
- \* All bookings must be paid for in advance (or at time of collection). You can pay by using the internet banking details on the invoice, bringing cash on pickup (Usually change isn't available, but we will sort that before you drop the items back), or you can bring a credit card to pickup (which we can process on the spot, but takes around 5 mins)

## Pickup Info

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Any items booked are booked for a minimum of 1 day, and we don't mind you collecting the afternoon or evening before if you've got an early start, and dropping back the morning after your shoot.

Note : Weekend bookings are from Friday afternoon till Monday mornings and we have pretty great rates... 1.5x our day rate lets you have something over the weekend.

Let's confirm times for pickup via txt or email. I'm in-and-out a bit with school pickups etc and there is also a small chance I'm out of town on a shoot, but will try figure something out for you.

**Pickup address : 5 Checketts Avenue, Halswell.** (It's my house) - If I'm in the studio it's unlikely I'll hear the door, so please txt me when you arrive. Also the baby might be sleeping so let's not wake her up

**\*\*\*Don't forget to bring your proof of address, drivers license and payment when you pickup\*\*\***

If you've hired from us a few times, you can take advantage of our courier service. We use Sub 60 and can send items out to you within 2 hours and it's only like \$20 extra

## Using the gear & insurance

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If you've never used the item before then we'd love to give you a brief run through to make sure you're getting the best out of it, so please allow a few extra minutes at pickup.

Please treat the gear well! Treat it like its yours, or if you don't treat your own gear well then treat it like its mine. Some of it is fragile, and can break. The good news is that everything is insured, so if the worst happens and something gets dropped and breaks (or if your house gets broken into) then you'd just need to cover the insurance excess which is \$750 (and a small admin fee of \$75).

Also, please let us know asap if something doesn't seem to work correctly (as you would have wanted the person who used it before to let us know) We often do refunds or credits.

## Drop-off

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Again, lets figure that out via txt or email. Similar vibe to the pickup. We expect items to be returned between 9am and 12pm the day after you've hired them

## Show us what you made

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Hey we'd love to see what you made, so please tag us on [Facebook](#) if you're posting your work (or a BTS of you using the gear). We might even share your work on our page.

## Lastly

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Please don't steal from us. I shouldn't have to say it, but yeah its not cool. We did have a lens stolen in 2016 and so after a drawn out court process and a payment plan that lasted nearly 18 months to recover the cost (and all the stress involved) we are reluctant to hire to people we can't meet face-to-face. If you're from out of town and can't pickup in person for the first time you might be out of luck. We worked hard to build up a great selection of gear (and we've got kids to feed and a mortgage to pay) so please be cool. We set up a rental business to help photographers and filmmakers have the gear to take the next step in their businesses, or for professionals to be covered if they've got gear away for servicing, and we legitimately want to help people out. We don't want to start charging hefty bonds and making everyones life more difficult...

## Contact Info

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(That's me ----->)

