



Instrument Rental Term and Conditions

Instrument Rental Agreement – Terms & Conditions

1. Minimum Rental Period

A minimum rental period of **four (4) months** applies to all rentals. After this period, your rental will continue on a **month-to-month** basis.

2. Security Deposit

A **security deposit** is payable at the beginning of the rental period. A portion of this deposit may be refundable in certain cases, while the majority will be retained to cover **end-of-rental service and maintenance fees**. Please refer to your specific plan for more details.

3. Payment Authorisation

By entering into this agreement, you authorise **The Music Partnership Pty Ltd** to charge your nominated credit card for all scheduled fees, as outlined in your selected rental plan. Payments will be processed at the start of the rental and subsequently each month for the duration of the rental term.

4. Credit Card Updates

If your credit card details change, you agree to update them promptly via the **customer portal** to ensure uninterrupted service.

5. Instrument Care & Maintenance

You agree to:

- Keep the instrument in **good working condition**
- Not attempt any repairs yourself
- Have the instrument **serviced by a qualified technician at least once per year**
- Return the instrument at the end of the rental in **good working order**

6. Ownership

The instrument remains the **property of The Music Partnership Pty Ltd** at all times. You agree **not to sell, assign, pledge, lend, or otherwise dispose of** the instrument.

7. Insurance Requirement

You agree to **insure the instrument** against fire, loss, theft, and damage with a reputable, legally licensed insurer for the full duration of the rental.

8. Loss or Damage

- You are **responsible for any loss or damage** to the instrument while in your possession.
- Any loss or damage must be reported to The Music Partnership **within 48 hours**.
- You agree to cover the **cost of any necessary repairs**.
- If the instrument is lost, stolen, or deemed irreparable, you agree to pay the **assessed full replacement value**, as determined by The Music Partnership.

9. Cancellation Policy

To cancel your rental, you must email alexbieri@musicpartnership.com.au with at least **30 days' notice**. If adequate notice is not provided, you will be charged for one full month's rental.

10. Instrument Condition on Delivery

All instruments are **checked and serviced** prior to rental and delivered in good working order. If you find any issues upon receiving the instrument, **contact us immediately**.

11. Changes to Terms

The Music Partnership reserves the right to update the terms, conditions, and associated fees of this agreement with a **minimum of 60 days' notice**.

PRIVACY ACT

We respect your privacy and are committed to protecting your personal information in line with the **Australian Privacy Act 1988 (Cth)**.

We may collect:

- Your name, phone number, and email
- Your home or delivery address
- Payment details (via secure third-party systems)

We use your information to:

- Set up and manage your hire
- Confirm your identity
- Process payments and refunds
- Contact you about your booking
- Meet legal or insurance obligations
- Improve our services

We only share your data with:

- Payment processors and delivery providers
- Government agencies (if legally required)

We **don't sell** your personal information.

Your information is stored securely and only kept as long as needed for business or legal reasons. We use encryption, secure systems, and access controls to protect your data.

Under the Australian Privacy Principles, you can:

- Ask for access to your data
- Request corrections
- Complain if you think your privacy has been breached

