

# PORTABLE PICTURES TERMS & CONDITIONS

## **Booking and Cancellation**

Only a provisional booking can be made by telephone or email. A £100 deposit is required to secure the booking. This is refunded once the equipment has been returned in its original condition and been checked over thoroughly. Portable Pictures aim to do this within 48hrs of collecting the kit.

All bookings will be confirmed via email by Portable Pictures upon receipt of a cleared deposit.

The customer is entitled to change the package they have booked up to 48hrs before the date of the screening pending kit availability. Please note that if extras are booked but not used the customer will still be charged for them.

On delivery of the equipment the customer will be required to sign a Delivery & Set Up Acceptance Form to confirm receipt.

If cancellation occurs after a booking has been confirmed the customer will forfeit their deposit. However, the deposit can be used to book an alternative date. If the cancellation occurs less than 14 days before the event Portable Pictures reserve the right to charge the customer 50% of the hire charge unless otherwise agreed. Altering the booking date at less than 14 days notice, subject to availability, is permissible for a £20 administration fee.

The hire charge will be required by card or cash on the day of the event prior to set up of equipment, or 48 hours in advance by bank transfer.

All prices are subject to change at any time (excluding confirmed bookings).

If Portable Pictures cancel the booking for any reason full monies will be refunded.

Portable Pictures are unable to guarantee the weather and therefore ask that the customer has a contingency plan in place before arranging an outdoor screening. If heavy rain or strong winds are forecast Portable Pictures will call the customer on the morning of the event and give them the chance to change to a more suitable indoor venue. Outdoor screenings can go ahead in light showers as long as the customer follows Portable Pictures instructions for keeping the kit dry.

Portable Pictures will not refund a booking for an outdoor screening if heavy rain or strong wind prevent the screening from taking place and an alternative indoor venue has not been arranged.

## **Delivery and Setup**

It is the responsibility of the customer to ensure the venue is ready for the installation of the equipment at the agreed time. If Portable Pictures are delayed due to the venue not being ready a charge may be incurred. Portable Pictures aim to have everything set up within an hour but it will sometimes take longer depending on access to the venue and which kit is being used etc.

It is the responsibility of the customer to ensure easy access to the venue for unloading and loading of equipment. Any parking fees or fines Portable Pictures incur whilst setting up must be paid by the customer. If the venue is in a residents parking zone it is the customers responsibility to provide Portable Pictures with a visitors parking permit on arrival at the venue. Any restrictions (e.g. lack of parking, stairs etc.) must be reported to Portable Pictures prior to the event. The customer will still be liable for the full monies owed if restricted access prevents Portable Pictures setting up.

The packages include free set up and delivery to venues within 10 miles of our branches. Venues beyond this may incur a charge for petrol. Please contact Portable Pictures for details.

A Portable Pictures representative will endeavour to arrive and set up on time, but Portable Pictures will not be held responsible for delay incurred due to circumstances beyond their control (e.g. traffic problems, bad weather etc.).

The equipment on hire is the responsibility of the hirer from the time that the Portable Pictures representative leaves the site after setting up until it has been collected.

## **Safety**

Portable Pictures do not accept liability for any accidents, injury or damage that may occur whilst the equipment is on hire. The equipment must be supervised at all times by a responsible person over the age of 18 (preferably the hirer).

It is the customers responsibility to ensure power is provided to the screening location. Portable Pictures are happy to provide up to 100 metres of extension cable and advise on ways to safely provide power to the screening source but will not take responsibility for any problems that arise or accidents that are caused by cables infringing neighbours property, obstructing public footpaths or crossing public roads.

Portable Pictures have a duty to observe safe working practices at all times. Should Portable Pictures deem something unsafe they have the right to request changes. Health and Safety is the sole responsibility of the hirer whilst using the equipment supplied by Portable Pictures.

No smoking or barbecues or food/ drink allowed on or near to Portable Pictures equipment.

## **Equipment on Hire**

Portable Pictures will supply all equipment in a safe and usable condition. If the customer is not satisfied with any aspect of the equipment, they must state at the time of set up before signing the Delivery & Set Up Acceptance Form. Equipment will be deemed to be in good working order, except for any defects not detectable by reasonable examination.

If the screening is outdoors and due to start before sunset Portable Pictures will advise beforehand that the equipment will need to be set up out of direct sunlight and under the shade of a dark coloured gazebo or marquee. Portable Pictures cannot guarantee the picture quality of outdoor daytime hires and will not be held responsible if the conditions are not dark enough if no suitable shade has been arranged.

The equipment is visually checked and tested upon return. Any damage (other than fair wear and tear) will be repaired by Portable Pictures and will be charged to the customer. If any of the equipment is lost or stolen or damaged beyond repair during the hire period, or extensions thereof, Portable Pictures reserves the right to charge the customer the retail price of the item/s.

If the customer is collecting the equipment from Portable Pictures it is their responsibility to ensure they have a large enough vehicle in which to fit the kit they have hired and to ensure it is transported in a safe manner with the projector flight case carried in an upright position.

Portable Pictures do not accept liability for any accidents, injury or damage that may occur whilst the equipment is being transported by the customer.

Portable Pictures will provide printed instructions for customers who wish to set up the equipment themselves but take no responsibility for accidents, injury or damage that may occur due to the equipment being set up in an unsafe manner.

If any equipment should fail while on hire the customer should advise Portable Pictures by telephone as soon as possible. The customer should not attempt to repair any equipment without Portable Pictures permission.

If any equipment fails whilst on hire Portable Pictures will do their best to supply a replacement. If the customer is charging an entrance fee and the screening is delayed or cancelled due to equipment failure Portable Pictures will not be held responsible for covering any compensation paid out by the customer to their guests.

Portable Pictures reserve the right to impose additional charges at the end of the hire period if the equipment on hire is not available to collect at the agreed collection time and subtract the cost of any items that are unavailable for collection from the deposit.

## **Disclaimer**

Please note that all persons using this audio visual equipment and catering equipment do so at their own risk. The person/organisation hiring the equipment will be responsible/ liable for any damage or injury occurring from use or misuse of the equipment. These guidelines are for the safety of all people using this equipment, and it is the sole responsibility of the customer to ensure they are adhered to.

It is the customers responsibility to ensure that the venue they are showing a film has the appropriate premises license and that, if required, they have obtained the correct screening license. Portable Pictures take no responsibility for the films that are shown on their equipment and any offence they may cause or copyright infringement that may occur.

Portable Pictures is a trading name - Andy J Hague Ltd trading as Portable Pictures (Bristol), Brek Taylor/ Tailormade Productions Ltd. trading as Portable Pictures (Oxford).

THANK YOU FOR USING PORTABLE PICTURES

[WWW.PORTABLEPICTURES.CO.UK](http://WWW.PORTABLEPICTURES.CO.UK)