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TERMS AND CONDITIONS

1. QUOTATIONS

All quotations issued are valid for the period of fourteen days from issue, and are subject to availability, unless otherwise specified.

2. ACCEPTANCE

Confirmation of an order is subject to payment of a non-refundable deposit. Such payment assumes understanding and acceptance of these terms and conditions. Liability for misunderstandings on instructions placed verbally is not accepted.

3. NON-REFUNDABLE DEPOSIT & FINAL PAYMENT

A 30% non-refundable deposit is required for acceptance of any quotations.

If a less than 30% deposit is taken to secure a package, the remaining deposit will need to be made, up to and no later than 14 days after, unless otherwise agreed. Failure to do so may result to the booking being cancelled by Outline AV Limited with no refunds. Total remaining balances are to be cleared two weeks prior to the event date. Failure to clear any remaining balances as described will result in the Order being cancelled without any refund or compensation from Outline AV Limited with balance still payable.

Payments made to Outline AV are non-transferable by the CLIENT and only applies to the date booked by the CLIENT.

4. CANCELLATION

Cancellation of any accepted order must be provided in writing. In the event of a cancellation, any deposits paid shall be retained as an administration charge.

Any cancellation made one month prior to booking the total amount will be forfeited, with no refunds.

5. DELIVERY, SETUP AND ENTERTAINMENT

Outline AV Limited will deliver (and setup where appropriate) any goods hired at its own cost, unless and otherwise specified.

Unless agreed otherwise, an extra fee will be charged to the named client if Outline AV performs in excess of the specified time.

The client is responsible in ensuring that the venue is open for access at the agreed time and that it is suitable to house the items. No responsibility is accepted for any arising setup delays due to delayed venue access or other reasons for which Outline AV Limited are beyond reasonable control. It is the client's responsibility to ensure adequate setup and dismantling times are allocated, at their own cost, with the venue.

The client is to ensure that items supplied during setup are ready for collection at the agreed time. Any delays to this time will incur additional labour charges of £150 per each delayed (or part) hour. Outline AV Limited is not responsible for any charges incurred to the customer due to any delays arising.

If loading bays are unavailable/occupied during any agreed setup and dismantling times, resulting in Outline AV Limited having to park its vehicle(s) elsewhere in areas where they may be clamped or receive parking fines, the client is responsible for any such charges arising from the fines.

Outline AV Limited may at times have to secure wires, cables and carpets for health & safety reasons using a strong adhesive tape. Please be aware that residue marks may be left behind on the surface and that Outline AV Limited are not responsible for any damages arising from this cause.

Floor plans/layout of any installation must be supplied by the client 4 weeks in advance of the event. Outline AV Limited reserves the right to adjust any supplied plans/layouts should any difficulties arise from given information. Failure to supply any written plans of the intended layout will result in Outline AV Limited determining a suitable position/location for ordered items.

Pre event forms and Event plans must be supplied by the client 4 weeks in advance of the event. Outline AV Limited reserves the right to adjust any supplied plans should any difficulties arise from given information. Outline AV Limited will not be held responsible for any content and/or music that is not able to be played due to the failure to provide the relevant forms in time.

It's the client's responsibility to check the venue to ensure there are no sound limiters, and if there are they are aware of the venues limitations with loud audio.

6. STAGING/PLATFORMS

It is the client's responsibility to ensure any platforms / stages, unless hired from Outline AV Limited, are laid out in advance of the agreed set up time. Dimensions for any stage/platforms must be obtained in advance from Outline AV Limited, and responsibility of any stage/platform is of the clients, unless hired from Outline AV Limited.

7. LOSS & DAMAGES

The client is responsible for the damage or loss of any items supplied by Outline AV Limited. The client will be notified within 7 days of any costs in repairing or replacing any goods hired to the client. Any such costs must be met by the client within 14 days of the notice being issued.

It is recommended that a member of your company/family stay behind until all items have been accounted for and collected by Outline AV Limited. If there are any shortages or damages and

there is nobody available to be notified, the client will have to accept the loss/damages as accounted for by Outline AV Limited.

If at the request or instruction of the CLIENT or the VENUE, the equipment and/or recorded music is to be left unattended for example, during a fire alarm, the CLIENT will be liable for any loss or damage, however caused, during such time as that equipment/recorded music is at the venue.

8. REFUNDABLE DEPOSIT

A refundable deposit may be required in advance with the final balance – the client shall be notified if so. This may cover or contribute towards any sums owed to Outline AV Limited arising from any loss or damages. If there are no additional charges to be made, the deposit will be refunded in full within 7 days of the function/return date. Any losses or damages will also take into account any loss revenue from future bookings.

9. OWNERSHIP

All items remain the property of Outline AV Limited and/or its suppliers unless and otherwise specified.

10. EXTERNAL SUPPLIERS

Outline AV cannot be held liable in the unlikely event of any third-party supplies or suppliers not arriving or supplying their products and/or services on the required date or at the required time. If they do not arrive or supply these services at all, you will be refunded the full amount you paid for that service. These services may include any service/s arranged by Outline AV on the client's behalf, which are not part of Outline AV.

11. OTHER

Outline AV will not accept any liability for power cuts however we will co-operate with the venue to try and rectify the problem. If reducing the equipment booked by the CLIENT will overcome power problems at the venue, then Outline AV is given full authority to do so without consulting the CLIENT.

The CLIENT understands that no compensation or price reductions will be given by Outline AV for power cut issues or for the reduction of equipment due to electricity power issues.

Outline AV will always give advice and recommendations on the packages and equipment for the CLIENTS event, however it's the CLIENTS duty to ensure that the package and equipment they book will fit and is sufficient for their event and venue.

Clients must ensure adequate space is assigned for the installation. Outline AV Limited cannot accept responsibility for any shortfall in the required space.

If a venue has any restrictions in place, e.g. no stapling on venue stage, No Haze allowed, no confetti allowed, it is the client's responsibility to notify Outline AV Limited. No liability will be

taken if any restrictions come to light after an event has been completed or any charges being enforced.

All details on the Invoice/Order confirmation should be thoroughly checked by the client for any errors and must notify Outline AV Limited of any discrepancies. Outline AV Limited accepts no responsibility for any issues arising from or as a direct result of any errors on the order confirmation.

12. ALTERATIONS

Outline AV Limited reserve the right to re-quote any items on a quotation should due to changes after the date of the quote.

Increase in items added to a Quotation / Invoice will be charged at the rate applicable at that time, which may differ from the original stated prices.

Once a package price has been quoted / invoiced, and should the client wish to change / remove any items from the package, the stated prices for other items and / or the package may change to reflect the adjustment(s) made. Any changes to an invoice must be made 4 weeks prior to the event, in order to avoid interference with processing operations.

Outline AV Limited cannot guarantee the supply or service of any adjustments made within the final 4 weeks prior to the event and can also reserve the right to deny any such changes.

Outline AV Limited reserves the right to adjust the terms if necessary, at any time.

Outline AV reserves the right to provide an alternative supplier / entertainer in the unlikely event of unforeseen circumstances arising.

Outline AV reserves the right to replace any item within your order with a best fit alternative if any technical issues arise throughout your event which is beyond our control.

13. COMPLAINTS

Should there be any complaints, please advise an on-site team member from Outline AV Limited during or after the event. If unavailable, please contact the relevant office that has been dealing with the booking to make them aware of any issues so that they can rectify them if possible.

All complaints should be made in writing within 7 days of the event to Outline AV Limited, Rear of 78– 80 Station Road, Harrow, Middlesex, HA1 2RX