



## Terms and Conditions

### 1. Booking Process

In order to reserve an event date a £50 safety deposit is required to officially confirm the booking. Any reservations requested without the safety deposit will not be guaranteed. The safety deposit is refunded within 48 hours from collection of the equipment following a full inspection that the equipment is in full working order. More details can be found in Clause 5. Confirmation of the booking is automatic upon receipt of the safety deposit, however any issues or concerns with the booking shall be communicated as soon as possible.

The customer may complete a booking for a daytime or night time viewing, however multiple times and/or dates (e.g. an entire weekend) can be booked. Bundle discounts shall be made available to the customer by a separate quotation provided by Sunset Cinema Company (hereinafter referred to as the Company). Daytime booking times are between 11:00 and 16:00, whilst night time booking times are between 18:00 and 09:00 (next day), however the Company shall be as flexible as possible to accommodate requested drop off and collection times.

### 2. Price & Payment

The total price will be confirmed during the booking process. Prices are subject to change without any notification for unconfirmed bookings, however as soon as a booking is confirmed by receipt of the safety deposit prices will remain fixed unless additional hire items are added to the booking or a different package type is requested. The customer is permitted to change the package at any time subject to availability of the equipment and additional hire items.

The order confirmation & invoice will be sent via email for payment no later than the event date. For bank transfer payment method, payment must be made the day before the event, however cash payment can be accepted on the day of the event.

### 3. Delivery

Delivery shall be made to the address confirmed during the booking process. It is the responsibility of the customer to ensure appropriate address details are provided, including any special instructions to ensure the most efficient delivery route and parking area on arrival. The Company shall use all methods possible to deliver at the time agreed during the booking process, however the Company shall not be held responsible for late deliveries outside of the Company's control. Delivery within 20 miles of each base location is included in the price of packages, however any further mileage will be charged to the customer. This will be confirmed during the booking process and included on the final invoice.

### 4. Set up

Set up is included in the price of all packages. It is the responsibility of the customer to ensure the event venue is cleared prior to arrival. Failure to do so may incur an additional charge if the set up time is forcibly extended. Set up should take no longer than 1 hour

depending on the type of package selected, however this time can run over depending on access to and the condition of the venue. The customer shall notify the Company of any concern regarding access to the venue during the booking process.

A set of instructions shall be provided to the customer to ensure the event runs smoothly, however contact details shall be exchanged prior to leaving the premises, if not already shared, lest any issues are presented and cannot be resolved by following the set of instructions.

It is the responsibility of the customer to ensure the equipment and any additional hire items are well taken care of during the event. If the customer has an evening booking, whereby collection is next day, the customer shall ensure all electrical equipment, the cinema screen and any soft furnishings are brought indoors overnight. This shall be detailed in the set of instructions provided upon delivery.

For outdoor daytime bookings the Company strongly advises the customer to position the screen in a heavily shaded area, preferably under a dark coloured gazebo or marquee. The Company shall offer its own blackout gazebo option to accommodate daytime bookings, however should the customer choose to make alternative arrangements the Company shall not be held responsible for poor picture quality.

Should the customer choose to stream live or online content, the Company shall not be held responsible for poor picture quality, including buffering and pixelated imagery, due to insufficient WiFi or mobile network connection. Similarly, should the customer choose to project older or lower resolution content, the Company shall not be held responsible for poor picture quality.

## 5. Collection & Inspection

Collection time will be confirmed during the booking process. If for any reason the customer is not available to return the equipment at the agreed collection time, the Company may charge the customer a waiting fee. After the event a visual inspection of the equipment will take place at the venue to ensure the equipment appears to be in the same condition as delivered, however a full inspection will be carried out following collection to verify that everything is in working order. Subject to the result of the inspection process, the £50 safety deposit will be returned to the customer as stated in Clause 1.

## 6. Cancellation

The customer may cancel the booking providing they give at least 72 hours notice to the Company prior to the event date. Failure to do so will result in the Company retaining the safety deposit for the cancelled event, unless the customer reschedules to an alternative date. The Company understands that the weather may disrupt the customer's intended use of the equipment, however the Company requests that the customer has a contingency plan in place for any outdoor viewings. At no point can a viewing proceed outdoors if it is raining. The Company shall be as flexible as possible to accommodate changes to the booking as a result of bad weather and contact the customer on the day of the booking to make alternative arrangements, including but not limited to moving the cinema indoors, hiring the Company's larger waterproof gazebo or rescheduling the date.

## 7. Liability

The Company accepts zero liability for any accidents, injury or damage to property as a result of the equipment on hire. The customer is responsible for ensuring the equipment is handled in a respectable and safe way during the event. For any event with attendees under the age of 18, the customer, or another adult (aged 18 or above) nominated by the customer, must oversee the equipment at all times. The Company will ensure the equipment is set up in the safest position at the venue, however ultimately the customer is accountable for all health and safety during the event.

#### 8. Amendment

The Company reserves the right to amend these terms and conditions at any time, however the Company shall do its best to honour the same revision of terms and conditions at the time of customer reservation.