



i-view London Limited

TERMS OF AGREEMENT

Any quotation is valid for one month from the date of submission. Thereafter we reserve the right to revise the quotation. The fees quoted are for the hire of the i-view London Studios as set out in the specification.

Any changes made at the clients request may result in additional fees.

Unless the contrary is stated in the quotation, the fees quoted to UK companies are subject to the addition of VAT at the appropriate rate in accordance with H.M. Customs and Excise regulations.

Fees quoted will be invoiced immediately on completion.

INVOICING AND PAYMENT

Terms of payment are 14 days from date of invoice unless other terms are agreed in writing at the time of commissioning.

The contractual arrangement is with the person that made and accepted the booking with us. They will remain liable for the payment until payment has been received by us. Unless you inform us before the project starts and we agree a booking form with the nominated client, we will use standard protocol to invoice the company making the booking.

CHANGES, DELAYS, POSTPONEMENT & CANCELLATION FEES

The facility cannot accept responsibility for delays caused by weather, transport difficulties, industrial actions demonstrations, terrorist action or other circumstances beyond its control.

The facility reserves the right to adjust the fee and the date of completion in the event of subsequent alteration of the agreed specification. In the event of any dispute arising as a result of a booking, the maximum liability awarded by the facility shall be equal and no more than the value of the hire fee for the booking.

All incidental expenses, hire of services and facilities incurred prior to cancellation or postponement will be charged in full.

In the event of the booking of i-view London Studios being cancelled or postponed after commissioning (i.e. confirmation of booking); cancellation fees will be charged at the following rates:

Within 7 working days, 100%; 8-14 working days, 50%; 15-28 working days, 20%.

Please note that a working day is any working day from Monday through Friday: 9:00am to 5:00pm GMT.

The Studios will not charge in the event that the studio can be resold for the same date/s at a similar cost.



CODE OF PRACTICE

The project shall be carried out in accordance with the rules and regulations established by ESOMAR and the MRS International Code of Marketing & Social Research Practice.

CLIENT CONFIDENTIALITY

i-view London undertakes not to disclose the Client's identity, the name of the sponsoring company, the results, or any information obtained in confidence regarding the business of the Client. All i-view London employees are under professional obligations of confidentiality. All data obtained from the project will remain the property of the Client, and will not be used by i-view London for any other purpose or to be provided to any person other than the Client; except with the Client's written permission.

i-view London has no intention of retaining business contact details for our own competitive advantage.

RESPONDENT CONFIDENTIALITY

Marketing research interviewing involves the expressed or implied promise of confidentiality and anonymity for the respondent and the respondent's individual answers. Respondent's specific identity, including names, company names, addresses, telephone/fax numbers, and email addresses, is confidential and protected information, and shall remain anonymous to the Client. The confidentiality of your respondents is of paramount importance to us, and as such we will continue to maintain a policy of complete impartiality relating to any sensitive information provided to the facility in the execution of your fieldwork projects; as we do with all studio rental clients.

LIABILITY

The facility cannot accept any liability should the venue contain competitive clients.

The facility cannot accept any liability for loss or damage to client's property or stored materials unless caused by negligence on part of the facility. The studio shall in no circumstances be liable for any failure or defective working of audio or visual equipment or for any subsequent cost incurred.

i-view London Ltd will on request prepare and despatch respondent incentives only in accordance with these Terms and Conditions.

INCENTIVES

Incentive requests are only to be made by Clients with the authority to agree to these terms and conditions. Receipt by us of such a request implies that the person making the request has the requisite authority.

Please note that i-view London does not accept cash settlement in excess of 5,000 GB Pounds (or the equivalent of 7,000 Euros if less) for any single transaction.



Requests to provide incentives must be received by us at least 5 days prior to their being required. If a request is received later than this then i-view London reserve the right to charge for any additional costs incurred in effecting the request.

For cash incentives, i-view London will charge a handling fee of 10% of the value of incentives issued. This is to cover the cost to i-view London for bank charges, postage, packing, labelling and other administrative costs. This amount may be varied at any time.

Incentives that are being posted to respondents by i-view London may incur a postage and packing charge per incentive that will be detailed within the individual project plan.

Invoices for incentives are due for IMMEDIATE payment IN FULL. Such invoices will be clearly marked as such and will be dated as at the date on which the monies were withdrawn from the i-view London bank account(s) or in any other way made unavailable for use by i-view London for other purposes.

Where incentive Invoices are not paid on time, i-view London reserve the right to charge an additional 2.5% per month.

Furthermore, where there are incentive invoices outstanding for more than 30 calendar days, i-view London reserve the right to either (a) cancel the supply of further incentives or (b) impose a 25% handling charge on the supply of further incentives. i-view London will endeavour to give prior notice of this but they do not under any circumstances guarantee to do so.

All incentives and paperwork for the job will be prepared by i-view London and sent directly to the Client making the request who will be responsible for the administration and distribution of the incentives.

i-view London and its agents cannot be held responsible for the loss or theft of incentive monies.

Furthermore any unused incentives remain the property of the Client. i-view London cannot accept returned incentives.

ALLERGEN DISCLAIMER

Our catering provider has compiled information on our menu items and we can provide Allergen info as per your request.

No allergen or nutritional information should ever be considered a guarantee, but simply a best faith effort to serve our customers.

All of the 9 major allergens are present in our caterer's kitchen in one form or another. We ask that when placing your order to alert their chefs to your food allergy or sensitivity. We will then try our best to avoid any accidental cross-contact, but again we can offer no guarantees and accept no liability.

The more information relating to your specific needs you can provide, the better we can attempt to protect you.



APPLICABLE LAW

In the event that there is any dispute between the Client and i-view London arising out of the contract, an independent arbiter of standing will be chosen by agreement and her/his decision will be final. English law will apply. i-view London liability is limited to the fee value of the project.

8.08.2016