



Booking Terms & Conditions

General

These terms and conditions have been drawn up and form a contractual agreement between *Carville-Boyd Productions LTD*, registered business address of *10 Antrim Street, Lisburn, BT28 1AU* and *the client (you)*. Payment of a deposit denotes your acceptance of these terms and conditions and the tick box on your booking form denotes your signature in agreement of these.

Terms

“Hirer”, “Client”, “Your”, “You” – The end client making the booking
“Them”, “They”, “Us”, “We” – Carville-Boyd Productions LTD

Making a Booking

Making a booking with Carville-Boyd Productions LTD denotes that you have read, agreed and understood these terms and conditions. Please read them carefully, however, if you are unsure about anything please do not hesitate to contact them. All products, goods and equipment for hire remain the property of Carville-Boyd Productions LTD. The hirer cannot undertake to sell, offer to sell, sub hire, lend the products, goods or equipment.

Payments

A non-refundable deposit is due before your booking is confirmed. Your deposit payable will be a set rate of £50.

Your booking will only be confirmed once a deposit or a payment in full has been received onto their system.

You will receive an invoice for any services expected and when a payment has been made. This is to ensure that all parties are kept up to date with balances. All quotes and/or invoices will be emailed within a few days of making payment and/or requesting services from Carville-Boyd Productions LTD. Full payment details will be provided on your invoice.

Booking Terms & Conditions

Carville-Boyd Productions LTD accepts all major credit/debit cards and Bank Transfers through their card merchants SumUp and Square.

Any outstanding balance must be cleared no later than 30 days prior to your event. Carville-Boyd Productions LTD will attempt to get in contact with you via email, call or sms to notify you if you have an overdue balance. Failure to settle your outstanding balance on time may result in Carville-Boyd Productions LTD cancelling your booking.

Cancellations & Booking Modifications

If you decide to cancel after booking, you need to give Carville-Boyd Productions LTD as much notice as possible. Refer to the table below for notification lengths and refund details;

	2 Months Prior Or Less	3 Months+ Prior
Refund Details	No Refunds Issued*	Any Balance Paid Excluding Non-Refundable Deposit

*Refunds of any balances paid excluding non refundable deposit will be at the discretion of Carville-Boyd Productions LTD in the event of exceptional circumstances only.

Time scales in the table above refer to your event date.

In the event that your booking is cancelled or modified by Carville-Boyd Productions LTD due to reasons outside of their control, examples but not limited to;

- I. Extreme Weather
- II. Temporarily Implemented Local Laws
- III. Outbreak Of A Contagious Virus
- IV. Equipment Failure
- V. Transport Issues
- VI. Venue Restrictions

you will be notified as soon as possible and offered a refund for any services not provided. This will be issued within 14 days and payable via your original payment method. All products booked are not guaranteed and a substitute of similar nature may be used at Carville-Boyd Productions LTD's discretion.

You can add, change or remove products from your booking at any time up to and no later than 30 days prior to your event subject to product availability. Please be aware that price changes may occur if you are modifying a package deal.

If you need to change your booking date, you need to make Carville-Boyd Productions LTD aware as soon as possible. There will be no additional charges for moving your booking to a different date. Please be aware that they may not be able to fulfil your new date change and if so please refer to the cancellation policy above regarding refund status.

Booking Terms & Conditions

Safety

Carville-Boyd Productions LTD and their staff cannot be held responsible for any safety issues or injury which occur from the use of their equipment, consumables or the consumption of food products hired and placed at your event location.

It is your responsibility to ensure that under no circumstances, any equipment hired is to be moved before, during or after the event by anyone other than Carville-Boyd Productions LTD staff. Under no circumstances should anyone be allowed to climb, stand/sit or push/pull any of their equipment. Hirer and guests should ensure that children are suitably supervised when near their equipment.

Children should not be allowed to touch their equipment or select food products. Similar care should also be taken to ensure children's safety relating to any packaging to avoid any risk of suffocation.

Hire equipment is strictly for indoor use only unless otherwise agreed by Carville-Boyd Productions LTD.

Carville-Boyd Productions LTD reserves the right to remove, restrict the use of products and/or cancel the booking where any safety concerns that cannot be rectified arise without any notice.

Food Products

Carville-Boyd Productions LTD is registered as a food business within the ABC council area. The company received a 5-star food hygiene rating on their latest visit (2022). Carville-Boyd Productions LTD provides food products along with some of their hired equipment. Carville-Boyd Productions LTD does not allow the hirer to add their own food products to those provided, this is for insurance and traceability purposes.

Please note that some of Carville-Boyd Productions LTD food products may contain allergens, or may have been made/stored alongside other products that contain allergens. Therefore Carville-Boyd Productions LTD and their staff cannot be held responsible for any issues relating from food allergies as a full list of all food product ingredients will be displayed or attached to the product for you and your guest's information.

Videography

Carville-Boyd Productions LTD cannot be held responsible for any loss of data and/or missing footage relating to your event. In the instance that there is a complete loss of data/film resulting in them being unable to provide you with the complete package, you will be issued a full refund including deposit.

Carville-Boyd Productions LTD will contact you prior to your event to finalise any plans and gather any information required. You must make sure you are available for this. They cannot be held responsible for any incorrect and/or information you have not provided them with.

Booking Terms & Conditions

You will receive your finished package within four months from the date of your event. Carville-Boyd Productions LTD cannot be held responsible for any delay in receiving your finished package outside of their control, e.g., postal disruption.

Edits can be requested. Please refer to the table below;

	30 Days Or Less	31 Days Or More
Edit Fees	No Charge	£100
Delivery Time Scale	2 Months	

Time scales in the table above begin when you receive your finished package.

All edits will be delivered via a digital download link.

Drone use is subject to local laws and weather conditions. You will be advised whether a drone can be flown in an area of your choice, e.g., venue location, prior to booking.

Live Streaming

Carville-Boyd Productions LTD cannot be held responsible or held liable for any loss or damage to reputation if a signal loss occurs during a live streaming event. They will try to switch to a backup connectivity source in case of disruption to the original source discussed with you prior to your event.

In the case that there is no/poor data connection and/or loss of signal, Carville-Boyd Productions LTD will do their best to upload any footage captured during the signal loss as soon as practical.

No refunds will be issued for no/poor data connection outside of their control.

Lost, breakage and / or Damaged Equipment

Carville-Boyd Productions LTD expect their hired equipment to be returned in the same condition as it was supplied apart from normal use i.e. possible surface marks that can be wiped clean. Hired equipment must not be used by the hirer or guests to leave their drinks glasses on, or warm or hot food, as this may result in the equipment being permanently water damaged, heat damaged or stained.

We may seek payment from the hirer for any damage caused to our equipment by anyone other than Carville-Boyd Productions LTD including but not limited to;

Booking Terms & Conditions

- I. Deep scratches or dents that require to be filled and repainted on our equipment
- II. Heat marks from hot food etc being placed on our equipment
- III. Broken, missing or damaged components and/or items
- IV. Any item e.g., Décor, banners attached to our equipment using damaging means e.g., drawing pins, blue tack, sticky tape.

Any missing or damaged items will be charged at their full replacement value and you will be informed in writing of any damages alongside photographic evidence. You will be issued with an invoice for any charges to be paid within 30 days.

Venue

It is your responsibility to notify the venue management or wedding co-ordinator of Carville-Boyd Productions LTD arrival on or before the morning of your event. You will also need to notify your venue when the hired equipment will be collected by Carville-Boyd Productions LTD.

Where products will be placed/installed other than ground level, a suitable maintained lift must be available for certain products to include but not limited to;

- I. Selfie Mirror (Photobooth)
- II. Candy Cart
- III. Light Up Letters

If no lift is available, Carville-Boyd Productions LTD cannot be held responsible for being unable to fulfil your booking due to health & safety reasons.

It is your responsibility to ensure all your hired products will fit inside your venue. In the event that Carville-Boyd Productions LTD and/or its staff is unable to setup all your hired equipment due to space restrictions at your venue, if available they will use a smaller substitution however no refunds will be made.

If your venue requires any documentation from Carville-Boyd Productions LTD such as PLI certificate for example, please make Carville-Boyd Productions LTD aware and forward a contact name and email so they can provide the required documentation. Failure to notify Carville-Boyd Productions LTD of such requests may delay your products being setup on time and/or cancellation of your booking.

Carville-Boyd Productions LTD cannot be held liable where your venue and/or legal authorities have asked us to cease/restrict use of our products. No refunds will be issued in this instance.

Additional Booking Details

Additional booking details will be requested with a minimum of 1 months notice prior to your event or immediately after a short notice booking. You will request setup times and product locations during this time however Carville-Boyd Productions LTD cannot be held responsible for not adhering to your requested setup times and/or late setup and/or product locations for reasons outside of their control. Failure to complete these additional booking

Booking Terms & Conditions

details, Carville-Boyd Productions LTD will use its own discretion and pick your setup times and/or product locations on your behalf.

Postage

Carville-Boyd Productions LTD will let you know once they have dispatched any material to you. All materials are posted to the address on your invoice. Carville-Boyd Productions LTD cannot be held responsible for you not notifying us of an address change or supplying the incorrect information. Postage of any material from Carville-Boyd Productions LTD will be sent 1st class via Royal Mail or equivalent. We cannot be held liable or responsible for any issues or delays relating to your delivery of said products.

Promotional images/video

Unless you specifically ask us not to in written format, Carville-Boyd Productions LTD reserves the right to use any photograph, video and/or audio that was taken/made using our equipment for promotional purposes. This is including but not limited to;

- I. Wedding videography footage
- II. Images/video/audio taken on photoboosts
- III. Audio recordings from audio guestbooks
- IV. Images/video of our equipment taken at your event

By making a booking and paying a non-refundable deposit to Carville-Boyd Productions LTD for any hire products, goods and/or services you are agreeing to comply with and are bound by these Terms and Conditions.

Revised: 13/08/2024