**AVTEK Terms and Conditions**

**Requests: Production Services**

All production service requests must be made a minimum of 2 business days prior to the date of event. Requests received with notice of less than 2 business days, cannot be guaranteed for service or specifics of equipment and will not qualify for any normal applicable discounts. Larger events (i.e. live entertainment, corporate video, large venues, etc.) will necessitate booking a minimum of 6 business days in advance.

**Requests: Rentals**

There are no guarantees that any one piece or multiple pieces of specific gear will be in stock at any given time. If specific equipment is required, early booking via email is the most effective way to reserve any of our products. Rentals for pickup always qualify for any normal applicable discounts.

**Responsibility: Production Services**

The client will assume full responsibility and liability for any damages to, or loss of, any and all equipment provided by AVTEK Productions, or its subsidiaries, contractors and suppliers, regardless of ownership, that occurs during the time period that the client has care and control of the equipment. The client will assume this responsibility from the time/date that installation is complete until the agreed upon removal time/date. If the client is not present at completion of installation, transfer of liability is still in effect and enforceable. If the client is not present for removal, and that absence causes an inability for AVTEK staff to remove said equipment, the client will retain responsibility for the equipment until such a time that access to the equipment is made available to AVTEK staff. The client will also be responsible for any and all extra charges relating to removal of equipment. If AVTEK staff are operating the equipment for the duration of the event, AVTEK will assume responsibility only for operational damage to the equipment WHILE AVTEK STAFF ARE PRESENT. The client still maintains responsibility for loss or other forms of damage to all items provided.

**Responsibility: Rentals**

The renter agrees to return all rented equipment in the condition in which it was originally rented. The renter will assume full responsibility and liability for any damages to, or loss of, any and all equipment provided by AVTEK Productions, or its subsidiaries, contractors and suppliers, regardless of ownership, that occurs during the time period that the client has possession of the equipment. The renter will assume this responsibility from the time/date of equipment pick-up until the agreed upon return time/date. All rental equipment must be returned by 10:00am on the designated return day. Failure to return equipment on time will be subject to further rental charges and a late penalty may be incurred. If late returns become habitual, preclusion of future rentals, at AVTEK’s discretion, may occur. Projector rentals are for a maximum of 10 (ten) lamp hours per rental day. Any additional hours will be billed as additional days at a rate of 10 (ten) hours per day. If the renter has little or no experience with the equipment they wish to rent, AVTEK will provide a working knowledge of the equipment in question. If the equipment requested is of a more comprehensive nature, AVTEK will require proof of competency from the client’s intended equipment operator before the rental can take place.

**Payment: Production Services**

All production services must be paid for by 4:00pm on the business day prior to the event in question. Payment types include cash, cheque, internal McMaster University account, Mastercard/VISA/American Express, Debit (only during business hours). Failure to provide an acceptable payment type or account code, will result in AVTEK’s cancellation of the order in question. Some larger productions will require the client to provide a cash security deposit which would be refundable on the business day after the conclusion of the event. All security deposits are cash only.

**Payment: Rentals**

Full payment for all rental gear must be paid on or before the date/time of pick-up. When reserving gear in advance, gear is not guaranteed available until payment is received. Payment types include cash, cheque, internal McMaster University account, Mastercard/VISA/ American Express, Debit (only during business hours). Most rental gear will require a cash security deposit to be provided at time of pickup which will be refundable at time of gear return. Renter must provide a valid credit card at time of pickup for security purposes. This card will not be billed unless the renter so wishes. Any security deposits are cash only.

**Responsibility: AVTEK**

AVTEK Productions and the McMaster Students Union are not liable for any injuries or damages resulting from the use, misuse, storage or transportation of any equipment, items, accessories or other assets while in the possession of the renter/client, their affiliates, staff or volunteers. Renter/client agrees to hold AVTEK Productions harmless from any action, current or future, stemming from use of AVTEK’s gear or services. AVTEK’s sole liability is limited to the original invoice amount, less any third-party expenses on behalf of renter/client, and will not assume liability for any direct, third party or consequential damages, however incurred. In agreeing to partake of any AVTEK rental equipment or production services, the renter/client agrees to the terms and conditions listed on both sides of this agreement and shall abide by them. Agreement may be signified with the renter/client signature on the contract. Any failure to fulfill the terms of this agreement may result in remedies being taken by AVTEK Productions which may include, but are not limited to; financial penalties, loss of future rental privileges and/or legal action.