



Located at



Terms & Conditions

Your custom contract invoice has been prepared exclusively for you and is binding with or without signature of client if acceptance is implied verbally or in written format to an authorized Sight & Sound Audio Visual, Inc. (SSAV) representative. However, no equipment or labor will be guaranteed without client's signature. Any concessions or reduced rates are for this contract invoice. All subsequent pricing must be negotiated at time of next order. All pricing is subject to change with or without notice and any special pricing based on size of order is subject to revision if equipment volume or scope of order is modified. If the statutes of this contract are dishonored, customer may be liable for compensation to Sight & Sound Audio Visual, Inc. of any discounts up to the full "rack rate" rental value. Any modifications to this order at time of event or within 24 hours of event are subject to standard daily rates (non-discounted). All labor is non-negotiable and will be billed for any time worked at prevailing rates. Unless otherwise quoted, labor quotation presumes installation and removal of supplies and services in a timely manner (as determined by our project manager for your event) and no requirement to re-set between events (24-hour room hold). Client is liable for any destruction, damage, theft, or loss of rented supplies and equipment up to and including the full replacement cost of the supplies and equipment and any associated transportation or labor charges if damage was the result of negligence or mishandling by the client, their representatives or guests. Unless specified in this quotation, client is responsible for charges related to operating at event venue including, but not limited to, room rental, shipping and storage, power charges, patch fees, union labor, and service charges. Any cancellations of equipment or services require 72 hours notice to avoid charges and must be confirmed IN WRITING by an official SSAV manager. Any credit due for equipment or services (for any reason) may never exceed our charged value of the equipment or services to be credited. If order is confirmed and modification or cancellation occurs, client will be billed for actual costs incurred which may include the full non-discounted value of the original quotation. Once equipment has been set up charges cannot be reversed.

No variation, alteration or waiver of these conditions shall be of any effect unless made in writing and signed by a Director of SSAV. Sight & Sound Audio Visual, Inc. is not bound by any warranty or representation other than as contained in these conditions.

All payments for audio visual services are to be made directly to your hotel sales and catering contact via your master bill, unless otherwise stated. All items will be subject to state sales tax added at the time of final billing. Payment terms referenced herein shall not supersede or contradict your terms agreed to on your main venue service contract.

All Contents of your order, including but not limited to, pricing, cover sheet text and intellectual property are privileged, confidential and protected as trade secret information. Any distribution, dissemination, or alteration without the expressed written permission of an Authorized Sight & Sound Audio Visual, Inc. account representative is prohibited.

Photo/Video Disclosure: From time to time we like to capture images and videos of our work to use in our marketing materials, show potential clients creative ideas, and provide reference to our employees and partners. We take the utmost care in ensuring that none of our client's confidential information is captured in these images. By signing below, you are also agreeing that images and videos captured during your event may be used in the manner stated above. We'd be happy to provide you with any of the photos used. If you would like to opt out of this section of the agreement, please notify your sales manager and we will respectfully accept your request.

Rain or Shine / Inclement Weather Policy: Once your order is confirmed, our equipment and labor staff have been guaranteed for your event. In many cases, this may mean equipment and labor were made unavailable for other bookings and/or we must pay a premium for last minute labor and equipment for other bookings. Therefore, our policy for outdoor events which may be affected by weather coincides with our standard cancellation policies. Cancellations require 2 weeks advance notice from our load in date in order to be eligible for full refund. Any costs associated with work prior to load in, equipment shipping, and custom order items are still billable. Regarding Inclement weather, acts of God, War, political unrest, or other forces beyond our control, if cancellation is received in writing with more than 72 hours' notice from the time our staff begins pulling equipment, charges may still be able to be refunded. With less than 72 hours' notice, charges will apply in full.