

Epic Media Terms & Conditions for Live Streaming

Reference terms; 'us,' 'we' and 'our' refers to the service provider, Epic Media 16B Blount Street, London E14 7BZ. 'You' or 'your' refers to client, the party hiring the services.

Summary

A) We offer flexible live stream video packages and can cater to your requirements, depending on your package you will have some variation in the service but all packages include the following which can all be upgraded:

- i.** Basic custom web page which you can share with your guests
- ii.** Live stream coverage conducted by one technician
- iii.** Basic holding graphics for your live stream page
- iv.** A download link of your live stream event, emailed to you after your event

B) You must ensure that the venue has adequate Wi-Fi of a minimum of 4 MBPS upload speed (this is usually not a problem) or we can use our portable internet connection at extra charge. We cannot guarantee the internet quality for remote locations or places with no Wi-Fi and poor mobile signal.

C) You must honour our booking times and we can stay for longer where possible but you must pay for extra hours in cash on the day before we continue past the originally agreed hours as per your invoice.

D) We will always attempt to capture the best footage and coverage but we will not be responsible for obstructions caused by your guests or other suppliers.

E) You will receive a download link of the actual live streamed event seven days after your event. You must download this event as the link will expire after seven days.

F) Upon request we can advise what the maximum number of devices that were viewing your event

G) We are constantly updating viewing options such as Facebook private groups for your wedding to Youtube streaming and privately hosted streaming – please contact us about your queries.

1. Bookings

Bookings are only considered confirmed after 50% of the invoice payment has been received as cleared funds in our account. The balance must be cleared at least 2 weeks prior to your event or first event, if more than one event.

1a. If a last minute booking is made then the full payment of the invoice amount must be made and cleared in our accounts prior to your event.

1b. The booking refers to the date, times and service to be provided at the location as detailed in the invoice.

1c. By booking our services you give us permission to film your event and confirm you are responsible and have obtained permission from all guests and all parties attending to be captured by our recording devices.

1d. Travel is chargeable for areas outside of Central London or for parking.

2. Booking Time

Our service time begins and ends as per your booked invoiced times. If your event starts late then we will still finish by the original booking time as per the invoice time. If possible, we can stay longer than originally booked subject to the additional hourly rate payment as detailed in your invoice, but this must be paid immediately in cash before going in to overtime.

2.a) The coverage is for consecutive coverage and cannot be broken into different parts of the day. For example, a 3 hour booking cannot be broken down to different timings, such as 30 mins in the morning and 2.5 hours in the afternoon. Once a live stream stops any further live streaming will be classed as a new booking and charged accordingly. Please contact us if your requirements are different to up to 3 hours consecutive coverage.

2.b) Our set up and set down time is outside of your hire time and will not affect your hire time.

3. Equipment & Service

We will provide cameras, sound kits, video streaming equipment and one or more technician depending on your invoice details.

3a. We will provide you with a link of a unlisted webpage where the event will be streamed, with the relevant details on it for your event which you can share. We can create a Custom Holding graphic page, if you can send us one photo and the basic event details. This will be done no sooner than one month prior to your event unless agreed in writing by us.

3b. The quality of the video streamed is usually Full HD but this may differ for each end user depending on their device, location, internet speed and venue WI-FI speed / strength.

3c. We will broadcast your event through a social media platform as 'unlisted' or similar unless we have agreed otherwise or if you have booked for a premium service. The video will be streamed on or through one of our platforms.

3d. We will only share with you the link of the location or locations where the video will be published, depending on your invoiced details, and we take no responsibility who you share that link with or who watches that link and how they use the audio & video.

4. Obstructions

After we have allocated the equipment such as cameras and microphones, if your guests or other service providers obstruct us or the cameras then we will not be held liable for any loss of video, audio, signals. We will always be attentive and immediately try and rectify all reasonable scenarios leading to obstructions. You will assign a dedicated space for us to carry out our work.

5. Wi-Fi

The live service we provide is via the internet and unless otherwise specified, you are responsible for ensuring that the venue has sufficient Wi-Fi upload **speed of a minimum of 4MBPS**. If the Wi-Fi speed affects the quality of the live stream then we are not liable as we have no control over the venue and the Wi-Fi used.

5.a We can use a dedicated 4g / 5g mobile Wi-Fi service at an additional cost of £55. Unless you specifically object, where there is a problem with the Wi-Fi we will use this option, if available, to continue the live stream and then you will be charged for this.

6. Damages & Losses

You are responsible for any damages to our equipment, transportation or person/s attending your event caused by you, your guests or any other service providers you hired. We will always ensure our equipment is safely positioned.

6a. In the unlikely event if for whatever reason we are unable to offer you the service after booking then a full refund or an alternative date for the same service as described in your invoice will be offered and no further compensation will be offered.

7. Cancellation

Due to limited booking slots available, we have a no refund policy. We may decide to offer you an alternative date and time at our discretion, if you notify us at least 14 days prior to your event but we are under no obligation to do so.

8. Termination

We may terminate any booking at anytime if we feel our safety and the safety of our equipment maybe compromised or if you are in breach of any of the terms and conditions detailed in this document. If this happens then no refund will be given.

9. Other content for streaming

All other content that you may wish for us to stream such as photo slideshows, pre recorded intro videos etc, must all be received by us at least seven days prior to your event. We can also create high quality intro videos with a pre wedding video shoot with you to welcome your virtual guests or a special pre recorded thank you video message to stream at the end of your event.

10. Final Video & post stream

After your event streaming has finished we will delete your video within seven days from your event date, unless you have requested otherwise and we have confirmed your request in writing. Please note that the video may still be viewed and shared by you or anyone who you have shared the link to. We are not responsible if this video is deleted by any party.

9a. We will provide you with a download link of the original streamed video within seven days from your event date, which will be at the highest quality available after the event. You will have seven days to download this video and we may choose to delete the download link after the seven day period. Any re-uploading of the video to you may be subject to a charges. This service may change at any time without any further notice depending on the hosting platform.

12. Applicable Law

The laws of the United Kingdom shall govern all agreements.