



# Cancellation Terms

In the event of fieldwork or studio hire being postponed or cancelled after commissioning (i.e. confirmation of booking), cancellation fees will be charged by The Insight Rooms at the following rates:

Within 7 working days	100%
Within 8 – 14 working days	50%
Within 15 – 28 working days	20%

These charges also apply for postponement of guaranteed bookings unless another booking for a similar value is received.

If we can fill a cancelled studio with another booking, we will not charge you.

We promise to make every effort to fill a cancelled slot, so the sooner you can let us know the better.

Further to the Terms and Conditions, should the Government Covid guidelines change, preventing face-to-face research from taking place, you will not be charged any cancellation fees.

Please note that a working day is any working day from Monday to Friday: 9.00am – 5.00pm.





# Cancellation Terms

## Terms & conditions

Our payment terms are 30 days from the date of invoice and all bills are subject to VAT.

The fees quoted will be invoiced 100% on completion.

New customers may be required to pay for hire on confirmation of their first booking.

We accept no liability due to disruption or delay due to major utility failure, inclement weather, transport disputes, disruptions, acts of terrorism, fuel shortages or major sporting events or any other reason beyond our control.

In the event of any dispute arising as a result of a booking, the maximum liability awarded by The Insight Rooms shall be equal to and no more than the value of the hire fee for the booking.

The Insight Rooms shall in no circumstances be liable for any failure or defective working of audio or visual equipment or for any subsequent cost incurred.

The Insight Rooms reserve the right to charge in the event of using a studio prior to the designated start time, excessive overrun or exceptional office service usage.

The Insight Rooms will charge a 20% handling fee for any additional services we provide during your booking.

The Insight Rooms cannot be held liable for loss or damage to client's property while in their presence or while it is stored unless it is caused by negligence by the The Insight Rooms.

The Insight Rooms complies with the requirements and standards of the MRS code of conduct, The Viewing Facility Association guidelines and the UK Data Protection Act 1998.

Confirming a booking with The Insight Rooms acts as confirmation by the client they understand their responsibilities under the UK Data Protection Act 1998 and the MRS Code of Conduct.

When supplying databases for the compilation and transmission of respondent details, it remains the Client's responsibility to ensure that such database comply with the Data Protection Act. In supplying a database, the client agrees to compensate The Insight Rooms against any claim that may be made. Further, it is an implied term that such databases are fit for purpose, are of good quality, are accurate and up-to-date.

The Insight Rooms reserves the right to agree revised timings and costs should a database not meet these criteria. The Insight Rooms will advise the client within 5 working days of fieldwork start of any concerns of this regard. In the event that the client suggests over recruitment, all respondents will be informed at the recruitment stage and paid in full if they are not required.

Provisional bookings will only be held subject to availability. If another client requests the same booking, the original client will have the option to confirm before it is released.

Audio/Video recordings will be stored on file for 6 months unless stated otherwise.

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

