



## **Setting up an account with Mad Dogs Television**

Prior to your first hire with us we kindly ask that you read this document and fill out the enclosed forms and return them to us. Failure to do so may result in cancellation of the hire.

### **Corporate Clients**

Corporate clients should provide us with their details of their accounts representative and supply 2 trade references, (These are preferably other facility houses but production companies or other professionals are acceptable.) We kindly ask that you complete the account application form enclosed and return it to us, along with copies for your hired in/dry hire/all risks equipment insurance documents, a copy of your company letterhead and 1x utility bill or similar for the billing address. You should also provide us with any necessary purchase orders or permissions in order to submit an invoice.

Your first hire with us is on a 50% to 100% prepayment basis and will be invoiced for prior to the hire which should be settled immediately via a BACS or CHAPS bank transfer or cash on collection. You may also be asked to provide a deposit which is fully refundable upon the safe return of equipment. All subsequent hires can be invoiced and settled on 30days. In the event that a first hire is cancelled (minimum 24 hours advanced notice) after making prepayment a full refund will be given

### **Private/Individual Clients**

Individual clients should provide us with their account/billing/home address and contact information as applicable, and supply 2 trade references. (These are preferably other facility houses but production companies or other professionals are acceptable.) We kindly ask that you complete the account application form enclosed and return it to us. If you have your own hired in equipment insurance please attach a copy of this, if you do not we can cover you on our own policy at a charge of 15% of the total invoice. Please note that in the event of a claim in any circumstance the excess will also be charged for.

Your first hire with us is on a 100% prepayment basis and will be invoiced for prior to the hire which should be settled immediately preferably via a BACS or CHAPS transfer, however payment on collection is also permitted. (Please note at this time we cannot accept credit/debit cards and ask that payment is only made via one of the following: CHAPS, BACS, Cheque and Cash). All subsequent hires can be invoiced and settled on 30days. In the event that a first hire is cancelled (minimum 24 hours advanced notice) after making prepayment a full refund will be given

In addition we also ask that on collection of the equipment you bring with you the following:

- 1 Form of photo ID (Passport or Drivers License)
- 1 Insurance "all risks" equipment cover note.
- 2 Utility bills for your billing address.

### **All Clients**

Due to the increasing nature of fraudulent hires and thefts within the broadcast industry we may ask for a deposit to be made upon equipment collection which shall be returned upon its safe return. This amount will be proportional to the costs of the equipment requested and will be advised prior to collection / delivery.

All new clients must complete the enclosed form and in signing this form acknowledge and agree to abide by our terms and conditions. We may undertake a credit reference check against you or your company and in signing the enclosed form you grant permission for us to do so.

### **Proof of Identity**

All clients will be requested to provide proof of ID upon collection, as with private companies these are

- 1 Form of photo Id (Passport or Drivers License)
- 2 Utility bills for your billing address.

Original documents must be provided and photocopies will not be accepted. We will then make our own copies of these which are taken and stored with your account application for reference. We may ask to take digital photo of you upon collection of equipment in addition to the above.



## Mad Dogs Television New Account Application

Company Name: \_\_\_\_\_  
Contact Name \_\_\_\_\_  
Trading Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Post Code: \_\_\_\_\_  
Landline No: \_\_\_\_\_  
Fax No: \_\_\_\_\_  
Mobile/Other: \_\_\_\_\_  
Web Address: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Company Number: \_\_\_\_\_  
VAT Number: \_\_\_\_\_

### **Billing/Invoice Information (if different to the above)**

Accounts Contact: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Post Code: \_\_\_\_\_  
Preferred Payment:  Cheque /  BACS /  Cash /  Other

### **Bank Details**

Sort Code: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Account Number: \_\_\_\_\_

### **Trade References**

#### **Reference 1**

Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Contact No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

#### **Reference 2**

Name: \_\_\_\_\_  
Company: \_\_\_\_\_  
Contact No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**By signing below you agree that all details given above are correct, true, and complete and that you have received and agree by our terms and conditions.**

Signed: \_\_\_\_\_  
Print: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Position: \_\_\_\_\_



## **Mad Dogs Television Ltd**

www.maddogs.tv

### Terms and Conditions of Hire

All customers undertaking a hire must agree to the following, and by signing a delivery note and/or account application acknowledge acceptance of these terms.

- The customer is responsible for any loss and damage to the equipment from the time of collection by (or delivery to) the customer until it is returned to (or collected by) Mad Dogs Television Ltd, and should take all due care to prevent such loss and damage. In the event of loss or damage of the equipment, the hirer shall be responsible for the hire charges until settlement has been effected, up to a maximum of 13 weeks. The customer shall insure the equipment for the full replacement value, and for loss of hire/continuing hire until the equipment is replaced up to a maximum of 13 weeks, unless an alternate arrangement is agreed in writing between the customer and Mad Dogs Television in advance of the hire. Mad Dogs Television will require proof of this insurance before equipment can be hired to a customer. If the customer is unwilling/unable to effect said insurance this must be notified to Mad Dogs Television prior to the commencement of the hire so that alternative adequate insurance can be put in place by Mad Dogs Television, as a cost to the client of a separate premium. It is the client's responsibility to notify Mad Dogs Television that such insurance is required, and this cover does not affect the client's duties under the conditions and terms listed here. This cover, if effected by Mad Dogs Television is subject to an excess on each claim arising a minimum of £250 at the client's expense.

- Mad Dogs Television point out that, as its charges are not proportionate to the value of the equipment or the total sums of money involved in the work of which its customers are engaged, Mad Dogs Television should not be held liable for any loss or damage of any kind, whether consequential or caused by negligence resulting from any delay, detention, late delivery, non delivery or deficiencies in the equipment or services provided.

- The customer shall take good care of the equipment, and ensure that it is used in a professional manner by persons having the necessary experience in operating the equipment. Customers must not try to repair, adjust, or otherwise interfere with the equipment, except in so far as is necessary for its proper use.

- Equipment shall be returned in a clean state: A cleaning charge shall be made for equipment returned in an excessively dirty state. Equipment returned in a damaged state will be repaired by Mad Dogs Television and the costs for the repairs shall be charged to the client.

- One day's hire period is defined as midnight to midnight: a week is a period of 7 consecutive such days. Collection and delivery of equipment, prior to the commencement and after the completion of the hire period is normally possible without incurring any extra hire charge but is subject to arrangement and availability of equipment entirely at the discretion of Mad Dogs Television.

- The customer must inform Mad Dogs Television at the earliest opportunity of any intention to retain the equipment for a longer period than was originally booked, and should in the event of the equipment not being available for the extra period return it on the original date or other date as agreed with Mad Dogs Television.

- Provisional bookings ("pencils") are only accepted on the understanding that they do not guarantee availability of the equipment. All quotations given by Mad Dogs Television are made without obligation.

- Mad Dogs Television reserves the right to impose a cancellation charge equivalent to 50% of one day's hire from bookings cancelled with less than 24 hours notice.

- Mad Dogs Television reserves the right to cancel a hire at any time up to 24 hours in advance of the hire.

- In the event that equipment is found to be damaged or faulty prior to a hire alternative will be provided. The customer has the right to cancel the hire at this point without extra charge but Mad Dogs Television should not be held liable for any loss or damage of any kind, whether consequential or caused by negligence resulting from non delivery or deficiencies in the equipment or services provided.

- Any identification, marking, barcode or label must not be removed from any equipment.

- Payment shall be made by the customer within 30 days of the date of invoice. Failure to settle debt after this time may incur extra charges, including but not limited to, interest added to the debt owed and additional charges imposed by 3<sup>rd</sup> party debt recovery agencies employed on Mad Dogs Television's behalf.

- These terms and conditions shall be governed and interpreted according to the Laws of England.