

Ground Level Up Productions - Supplementary Terms and Conditions for Social Plans

Supplementary Terms and Conditions for Social Plans of commissioning Ground Level Up Productions as your supplier.

These Terms and Conditions work in conjunction with our Standard Terms and Conditions. In one or more terms/conditions contradict each other, then the Supplementary Terms and Conditions shall overrule the Standard Terms and Conditions for that specific contradiction.

Refund & Cancellation:

Any payments that have been received are non-refundable in any circumstance. If a client wishes to cancel their Social Plan they can do for free if notice is given within 4 days of the most recent payment being received. If notice is given after the 4 day period then the client must pay 25% of the next scheduled payment as a cancellation charge.

Any paid production time left unused remains useable up until 3 months after notice is given, unless agreed otherwise in writing by Ground Level Up Productions. If a cancellation fee is paid then that fee will not be considered as money paid towards production time.

Client expectations & supplier recommendations:

Where a client is unhappy with the result of a production Ground Level Up will agree to reedit and, if possible, reshoot unless Ground Level Up had made recommendations prior to the original shoot taking place (recommendations that have not been taken by the client, such as getting professional cast or specialist lighting) then no reedit or reshoot will be offered unless otherwise agreed in writing by Ground Level Up Productions.

Release Forms:

The client shall be responsible for their own release forms when using their own staff members and/or talent organised by them. The client shall also be responsible for Location Release forms when they organise the location for any given shoot.