



Holborn Focus
Kingsbourne House
229-231 High Holborn
London,
WC1V 7DA

HOLBORN FOCUS STANDARD TERMS AND CONDITIONS OF SERVICE

These are our Standard Terms and Conditions which apply to our service provision and purchases including, but not limited to, online and offline services.

By accessing our services and/or placing an order with us, the Client agrees to be bound by these terms and conditions.

Holborn Focus is a division of Perspective Research Services Ltd. Our VAT registration number is 735 8689 78

Holborn Focus is regulated by the following trade associations/professional bodies: Market Research Society, Viewing Facilities Association.

Our trading address and contact details are:
Perspective Research Services Ltd
Kingsbourne House
229-231 High Holborn
London,
WC1V 7DA

General email: bookings@holbornfocus.com
Telephone number: **+44 (0) 207 400 0370**

DEFINITIONS

"Contract" means the contract between Holborn Focus and the Client for the delivery of services on the property of Holborn Focus Viewing Studio.

"Client" shall mean the person/s or company that Holborn Focus has been contracted to provide Services to.

"Services" shall mean all actions pertaining to the booking of the viewing facility and services and charges as deemed necessary by the Client to Holborn Focus. Services are confirmed in writing through a booking contract that is authorised and signed by Client.

"Venue" shall mean any premises including third party supplier services hired out by the client through Holborn Focus.

"Quotations" are valid for 30 days from date of issue. Holborn Focus reserves the right to revise and amend quotations after date of first issue, in price adjustment that will be determined the by Studio Manager and Client. An amended version of the quotation will serve as the final written copy of the contractual pricing.

CONDITIONS & ORDERING FROM US

- 1.1 Holborn Focus shall carry out the Services that are set out herein and shall be binding by the Venue unless otherwise specifically signed and agreed in writing by the Studio Manager and the Client.
- 1.2 A booking form will be sent out to the Client to confirm the event date.
- 1.3 The studio booking must be confirmed 5 days before the event date.
- 1.4 The studio reserves the right to amend or revise the pricing in the event of the following:
 - 1.4.1 Changes to access and exit times to the facility
 - 1.4.2 Changes to timings of group/ IDI sessions
 - 1.4.3 Changes or additions to respondent and client numbers
 - 1.4.4 Storage of stimulus and volume dependent
 - 1.4.5 Additional equipment or stimuli requested by the Client
 - 1.4.6 Any other additional studio resource requested by Client
- 1.5 Catering shall be pre – agreed through the booking form and any additional last minute charges will be tallied post event and reflected on the final invoice.

2. PRICING

- 2.1 Estimates or quotations are made in Great British Pounds (GBP), unless otherwise stated.
- 2.2 Estimates or quotations are given on the basis of the Client's description and information provided. Holborn Focus reserves the right to adjust pricing and upon receipt and evaluation of any final information for service.

- 2.4 Estimates or quotations are valid for 30 days from the date of issue and may be subject to change thereafter, at the discretion of Holborn Focus.
- 2.3 Promotions will be valid for the period stated on all promotional material. The offer will not be carried over into another month should a change of date occur from the Clients side. This will require a price adjustment to the fees originally quoted to reflect the offer no longer being valid.
- 2.4 Invoices will be in accordance with estimates or quotations and/or any subsequent cost revisions submitted by Holborn Focus and agreed by the client. Unless otherwise stated, quotation prices are in Great British Pounds (GBP) and exclude VAT and any other tax or duty.
- 2.5 Credit facilities have been awarded to registered UK companies at Holborn Focus discretion, in which case payment is due 30 days from the date of invoice. Payment to Holborn Focus shall be effected in full no later than 30 days from the date of invoice.
- 2.6 Late payments will have interest applied at a rate of 8% per annum over the Bank of England's base rate, (or such rate as is determined by statute, the latter prevailing), and compensation for debt recovery costs to all overdue sums from the date on which they become due until they are paid in full.

3. CANCELLATION

- 3.1 If the Client cancels or postpones any portion of the contracted service(s) requested, then, in consideration of Holborn Focus and its Subcontractors' scheduling and/or performing the said service(s), the Client shall pay:

0-7 days – 100%

8-14 days – 75%

15- 21 days – 50%

22 days or more – 25%

Postponement:

A client will be offered the option to run the event within the same financial month, without postponement fees due. This is dependent on the facility being available to accommodate the clients new dates.

Should a client decide to postpone their booking to the following month, should the studio be able to accommodate their booking then 100% postponement/ cancellation fees will be due in the current financial month and zero room hire will be charged in the next month.

If the studio is unable to accommodate the date, or if the client cannot provide alternate dates, then the postponement will turn into a cancellation and the full amount will be due.

4. LIABILITY

4.1 Whilst every attempt is made to ensure that services are provided as accurately as possible, Holborn Focus shall not be held liable for any consequential loss or damage arising from delays caused by weather, industrial action, strikes, transport, difficulties, terrorist actions, protestations and demonstrations, fire/accident or any other circumstances beyond the control of the studio.

4.2 In the event of temporary equipment failure, the studio shall use reasonable measures to resolve the issue as quickly as possible or move the Client to another operational studio if available.

4.3 If Holborn Focus is in breach of their contractual obligations such as total technical equipment failure that interrupts or affects the recordings, then the Client will be offered a full refund on the room hire fee. The onus will be on Holborn Focus to move the client to a nearest available Viewing Facility that will be in a position to accommodate the Client.

4.4 No warrantee is given in that regard, and Holborn Focus shall not be held liable for any consequential loss or damage caused by any inaccuracy or misinformation provided to the studio with regards to event details.



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5. GOVERNING LAW AND JURISDICTION

5.1 These terms and conditions are governed by and construed in accordance with the Law of England and Wales. Disputes arising in connection with these terms and conditions shall be subject to the exclusive jurisdiction of England and Wales and all parties agree and acknowledge that the work for which these terms and conditions are signed is most closely connected with England.