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Terms and Conditions

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Please take your time to read and understand the following terms and conditions

Estimate

A project estimate will be provided on request for the use of the im5 audience response system, and/ or any audio-visual equipment or technical services.

Project

A project may consist of a single use, or multiple uses; and include activities such as speaker and chairperson briefings, venue checks, question/ programme preparation, multimedia/ database development, communications with speaker, moderator and/ or chairperson, as well as the client, venue staff and other related persons.

Booking and cancellation charges

Venue/ room booking and ancillary rooms, all venue costs, travel and any accommodation charges are the responsibility of the client.

Sufficient time must be booked before and after the event to allow for set-up/ testing and takedown.

A deposit of 30% will be required at least 2 (two) weeks in advance to confirm the booking.

For international bookings, a 50% deposit will be required.

In the event of a cancellation, the following charges and schedule will apply:

More than 2 weeks notice, reimbursement of deposit minus ¥10,000 administrative charge

7 days to 2 weeks notice, 60% reimbursement of deposit

3 days to 7 days notice, 30% reimbursement of deposit

Less than 3 days notice, no reimbursement of deposit

In the case of a new booking within 6 months, 50% of the cancellation charges will count towards payment of the new booking.

Point of contact

A single point of contact from the client side is recommended. Email is the preferred method of communication.

System

The im5 Audience Response System consists of a main and a back-up PC; with a suitable switcher; protected power supply; infrared wireless rechargeable keypads; a suitable number of serial converters, infrared transceivers and stands, and provides either C-Video or RGB output for distribution to a TV/Video system or PC Monitor/ Projector system respectively. The interactive question application is licensed proprietary software that it supplied with an electronic protection key to enable the software.

Anonymous or Identified Mode

The system can be used in anonymous, group or identified individual mode, but the audience should be informed in advance if their individual data is being collected, in accordance with any data protection laws.

Real-time or Memory Mode

The system can be used in real-time (live use) or in memory mode, where data is inputted into the keypads, and downloaded at a later time or date. In real-time use, the system is set up in a room, with transceivers positioned around the room to collect the data from all the keypads. In memory mode, the keypads may be carried around by the participants, as at an exhibition, or between a number of rooms or even used in a vehicle.

Extra equipment

If the client requires, im5 can provide the following, to be included in the estimate:

A TV/ Video system or PC Monitor/ Projector system, with appropriate signal management and distribution equipment. Monitors for presenter and chairperson. Video camera and cameraman. Video player and recorder.

Audio equipment to support the keypads' microphone function, to manage BGM and system sound effects, as well as venue microphones, and to connect into the venue sound system.

Meeting management tools and further audio/ video/ communication equipment, as agreed with the client.

If extra equipment is required on the day, due to the needs of the client, the cost will be included in the final invoice.

Questions

A selection of "warm-up" questions, demographic questions of age/ sex and explanatory slides are provided free by im5. All other questions are charged at the appropriate rate.

If customised logos or background images are to be included, they should be provided by the client.

Accompanying presentations

im5 can handle any other presentations if required, and will provide extra PCs for them, or provide suitable cabling and signal distribution equipment on request. The client is responsible for supplying them in reasonable time and in an appropriate format.

After Event Report

A report detailing the keypad responses and a copy of the completed presentation slides will be supplied to the client after the event, usually within 3 days by email or 1 week by post/ courier.

More detailed analysis and reporting can be undertaken on request.

Technical and Operating staff

The usual working hours for staff are 8:00 - 20:00, or 11:00 - 23:00, with a break for lunch and 2 breaks for refreshment. In lieu of meals, a per diem will be charged, and in case of overtime or overnight work, an out-of-hours payment allowance will be charged. Facilities for change of clothing should also be available.

The client is responsible for accommodation and travel charges when necessary, and agreed in advance.

Confidentiality

All data, reports and presentations generated from the use of the system are treated confidentially, and only give to the client's designated representative or contact. Likewise, no presentation material will be distributed without the written approval of the presenter. Copyright laws will be respected.

Health, safety and security

Staff will observe all appropriate health and safety regulations in the venue and when working with the equipment, and may give instructions, guidance or advice to the client's staff and customers when necessary.

The client is responsible for arranging appropriate security measures where equipment must be left unattended in a room during the day or overnight.

If extra staff is required on the day, due to the needs of the client, the cost will be included in the final invoice.

Terms of payment

An invoice is issued for each project, on completion of the project; or in the case of a multiple event project, at suitable, agreed intervals during that project.

A payment due date is included in the invoice, which is usually the end of the month, following the month of the invoice. Payment should be made in full by bank transfer or telex transfer, and any transfer charges or exchange rate charges are the responsibility of the client.

If the client has a different payment schedule, please contact **im5 Co Ltd**

We look forward to working with all customers under the agreed terms.