

Document ID	Plugged In Productions General Terms & Conditions		
Revision Nr / date:	26 January 2026	Date implemented:	26 January 2026
Author:	L Outhet	Annual Revision Date:	26 January 2027

GENERAL TERMS AND CONDITIONS

PLUGGED IN PRODUCTIONS (PTY) LTD
 hereafter referred to as **Plugged In Productions**
VAT Registration No.: 4840303897

1. PAYMENT TERMS

A **60% deposit** is required to secure and confirm the booking and must be received at least **14 days prior to the event**. The remaining balance is due **on or before the event date**, unless otherwise agreed in writing.

Invoices not subject to the above event payment terms are payable within **5 days of issue**.

Late payments may attract interest of **5% per month, or the maximum rate permitted by applicable law, whichever is lower**. Outstanding accounts may be referred for collection, with reasonable recovery costs for the client's account where legally recoverable.

Proof of payment should be sent to admin@pluggedin.co.za.

2. EVENT CONFIRMATION

An event booking is only considered confirmed once the required deposit has been received and the booking has been confirmed by Plugged In Productions in writing.

Bookings and changes should be confirmed at least **14 days prior to the event**, subject to equipment and staff availability.

Plugged In Productions reserves the right to decline changes or additional requirements where insufficient notice is provided or where the requested changes cannot reasonably be accommodated.

3. SCOPE OF SERVICES & ADDITIONAL CHARGES

The invoice covers **only** the services, equipment and personnel specifically quoted and agreed upon.

Additional equipment, personnel, operating hours, setup requirements, transport, technical services or other services requested after confirmation or during the event may incur **additional charges**.

Any additional charges will be communicated to the client where reasonably practicable and may be invoiced separately.

Where additional services are requested by the client, event organiser, venue or another authorised representative during an event, Plugged In Productions may require confirmation from the client or authorised representative before proceeding.

4. EQUIPMENT, LOSS & DAMAGE

All equipment supplied by Plugged In Productions remains the property of Plugged In Productions unless otherwise stated in writing.

The client is responsible for taking reasonable care of equipment while it is under the client's control or responsibility. Loss or damage resulting from the client's, its representatives' or third parties' negligence, misuse or unauthorized handling may be charged to the client at the reasonable cost of repair or replacement.

The client is responsible for arranging appropriate insurance for client-owned equipment and, where applicable, equipment supplied for the event against theft, loss or damage.

Plugged In Productions may refuse or restrict access to its equipment where it is being misused, handled by unauthorised persons or placed at unreasonable risk.

5. EVENT CONDITIONS & ACCESS

The client is responsible for ensuring that Plugged In Productions has suitable and timely access to the venue and that agreed setup, loading, parking, power, rigging and operational requirements are available when required.

Delays, additional costs or reduced service resulting from restricted access, venue delays, unavailable facilities, changes to the programme or circumstances outside Plugged In Productions' reasonable control may result in additional charges.

Where venue access, setup times or technical requirements are changed without reasonable notice, Plugged In Productions will make reasonable efforts to accommodate the change but cannot guarantee that the original scope, programme or service levels will be maintained.

6. PROFESSIONAL CONDUCT & TREATMENT OF STAFF

Plugged In Productions expects all clients, event organisers, venue representatives, suppliers, contractors and other third parties working alongside its personnel to treat Plugged In Productions employees and representatives with **professionalism, courtesy and respect** at all times.

Bullying, intimidation, harassment, threats, abusive or insulting language, discrimination, unreasonable demands, aggressive behaviour or inappropriate treatment of Plugged In Productions personnel will not be tolerated.

Plugged In Productions' employees and representatives are required to perform their duties professionally and respectfully and should be afforded a safe and professional working environment.

Where an issue, disagreement or concern arises between a Plugged In Productions employee and a client, venue representative, supplier, contractor or other third party, the matter should be referred to **Ryan Outhet, Owner of Plugged In Productions**, for resolution. Third parties are requested not to threaten, intimidate, discipline, direct or otherwise interfere with Plugged In Productions personnel outside the agreed scope of their role.

Plugged In Productions reserves the right to remove or withdraw personnel from an unsafe, abusive or seriously inappropriate working environment and, where necessary, to escalate the matter to the relevant client representative, venue management or other appropriate authority.

7. HEALTH, SAFETY & WORKING CONDITIONS

Plugged In Productions is committed to maintaining safe working conditions for its personnel and contractors.

The client and venue are responsible for providing a reasonably safe working environment and for informing Plugged In Productions of any known hazards, restrictions, venue-specific health and safety requirements or emergency procedures relevant to the work being undertaken.

Plugged In Productions personnel may refuse to undertake work that they reasonably believe presents an immediate or unacceptable risk to their health or safety.

Any additional requirements arising from health and safety considerations, including additional personnel, equipment, protective measures, access requirements or working time, may result in additional charges where applicable.

8. CANCELLATION & POSTPONEMENT

Deposits are **non-refundable** once the booking has been confirmed, as the deposit secures equipment, personnel and availability for the specified event.

Where an event is cancelled or postponed, any additional costs already incurred or committed by Plugged In Productions may be recoverable from the client.

Postponement of an event does not automatically guarantee the availability of the originally booked equipment, personnel or date. A postponed event will be subject to Plugged In Productions' availability and may require a revised quotation.

Where a postponement results in additional costs, including rescheduling personnel, equipment, transport or accommodation, these costs may be charged to the client.

9. LIMITATION OF LIABILITY

Plugged In Productions will perform the agreed services with reasonable skill and care.

Plugged In Productions shall not be liable for delays, interruptions, equipment failure or inability to perform caused by circumstances beyond its reasonable control, including venue-related issues, power failures, internet or telecommunications failures, supplier failures, acts of nature, government restrictions, industrial action or other force majeure events.

Plugged In Productions will make reasonable efforts to provide alternative equipment or solutions where practical in the event of equipment failure, but cannot guarantee uninterrupted service where the cause is outside its reasonable control.

Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited by law.

10. AUDIOVISUAL CONTENT & RECORDINGS

Unless otherwise agreed in writing, audiovisual content, recordings and related services are supplied only where specifically included in the quotation or invoice.

Where recording services are included, recordings will be retained for **2 months from the event date**, after which they may be permanently deleted.

The client is responsible for downloading and securely archiving recordings within this period.

Any extended storage, editing, post-production or additional recording services may be charged separately.

Plugged In Productions cannot guarantee recovery of recordings or content following the expiry of the stated retention period

11. CONTENT & INTELLECTUAL PROPERTY

The client is responsible for ensuring that it has the necessary rights, licences and permissions for any content, music, images, videos, presentations or other material supplied to Plugged In Productions for use during the event.

The client indemnifies Plugged In Productions against claims arising from the client's unauthorised use of third-party intellectual property, to the extent permitted by law.

Unless otherwise agreed in writing, pre-existing Plugged In Productions materials, templates, systems and intellectual property remain the property of Plugged In Productions.

12. CLIENT & THIRD-PARTY SUPPLIERS

The client is responsible for coordinating, where applicable, the activities of other suppliers, contractors and service providers engaged for the event.

Plugged In Productions will cooperate reasonably with other suppliers where their activities do not interfere with Plugged In Productions' agreed scope of work, equipment, personnel, schedule or safety requirements.

Other suppliers, contractors, venue personnel or third parties may not access, operate, move, disconnect, alter or otherwise interfere with Plugged In Productions' equipment without prior authorisation.

Where the actions, omissions, delays or requirements of another supplier or third party affect Plugged In Productions' ability to perform the agreed services, Plugged In Productions will not be responsible for resulting delays, disruption, additional costs or reduced service.

Any concerns regarding the conduct, actions or requirements of another supplier in relation to Plugged In Productions' personnel or services should be escalated to **Ryan Outhet, Owner of Plugged In Productions**, rather than being addressed through confrontation with Plugged In Productions staff.

13. CLIENT INFORMATION & RESPONSIBILITIES

The client is responsible for providing accurate and complete information required for Plugged In Productions to perform the agreed services, including event schedules, venue information, technical requirements, presentation requirements, access arrangements and other relevant information.



Plugged In Productions is not responsible for delays, errors or additional costs resulting from incomplete, inaccurate or late information supplied by the client or another party acting on the client's behalf.

The client is responsible for ensuring that authorised representatives are available to make decisions relating to the event where required.

14. FORCE MAJEURE

Neither party shall be liable for failure or delay in performing its obligations where such failure or delay is caused by circumstances beyond its reasonable control, including but not limited to natural disasters, severe weather, fire, flood, power failure, telecommunications or internet failure, venue closure, government action or restrictions, industrial action, civil unrest, epidemic or pandemic, war or other circumstances constituting force majeure.

Where reasonably possible, Plugged In Productions will notify the client of any such circumstances and will make reasonable efforts to provide an alternative solution.

15. ACCEPTANCE

Payment of the deposit, acceptance of the quotation, confirmation of the booking or use of Plugged In Productions' services constitutes acceptance of these Terms & Conditions, unless otherwise agreed in a written agreement signed by both parties.

These Terms & Conditions, together with the applicable quotation, invoice and any signed service agreement, constitute the agreement governing the services provided.

Where there is a conflict between these Terms & Conditions and a separately signed written agreement, the signed agreement will take precedence to the extent of the conflict.

16. GOVERNING LAW

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the **Republic of South Africa**.

Any dispute arising in connection with these Terms & Conditions or the services provided by Plugged In Productions shall, where possible, first be addressed between the parties in good faith before formal legal proceedings are initiated.

BANKING DETAILS

Account Name: Plugged In Productions

Bank: First National Bank (FNB)

Account Type: Gold Business Account

Account No.: 629 051 96 136

Branch Code: 250655