

multimedia events

EVENT ENGINEERING - PRO SOUND & LIGHT

Terms & Conditions



Safety Regulations and Liability Terms

Liability for Modifications and Equipment Selection

1. Multimedia Market E.E., operating under the commercial name Multimedia Events, ensures the safety and structural adequacy of its constructions (canopies, stands, mandaps, etc.) and portable equipment (chandeliers, lighting fixtures, disco lights) when installed or incorporated by our team. However, we assume **no** liability for any modifications, additions, or interventions made by third parties (e.g., florists, decorators, planners). The event organiser / planner / customer is responsible for selecting technical equipment in compliance with the specifications provided by Multimedia Events. It is understood that the organiser has reviewed and accepted all relevant instructions and guidelines from Multimedia Events prior to finalising equipment choices.

Third-Party Additions to Temporary Installations

2. In the event that a third party (e.g., a customer, wedding planner, or vendor such as a decorator or florist) wishes to install or incorporate additional items or equipment (e.g., flowers, decorative elements, fabrics, lanterns, etc.) onto non-permanent installations engineered and created by Multimedia Events, the following terms apply:

- A. Notification Requirement:** The third party must notify Multimedia Events in writing (via email only) no later than Seven (7) days in advance of the intended placement of any additional elements. This notification allows our team to assess feasibility and ensure that the additions will not compromise the safety or integrity of the installation.
- B. Safety Assessment:** Multimedia Events will provide advice based on the information supplied. However, this does not constitute a guarantee or an assumption of responsibility for the safety or stability of the installation when modified by a third party. Factors such as the installation's maximum weight tolerance and potential weather-related impacts cannot be fully predicted or accounted for.
- C. Limited Liability:** Any advice or assistance provided by Multimedia Events regarding third-party additions is strictly advisory and does not transfer responsibility or liability for the safety of the installation. By proceeding with third-party modifications, the customer/planner/organiser acknowledges and accepts these terms, indemnifying Multimedia Events against any claims or damages arising from such modification.
- D. Responsibility for Third-Party Additions:** Third-party suppliers and/or wedding planners are required to provide and install appropriate counterweights and support equipment for any additional elements they introduce. Such measures are necessary to ensure that the added equipment does not compromise the structural stability of the construction under wind or other conditions, prioritising the safety of customers, guests, and employees.
- E.** In all cases, any third party (e.g., wedding planner, florist, or customer) must review and accept this liability agreement prior to placing an order. This serves to acknowledge their responsibility for any alterations or additions made by third parties, ensuring a clear and mutual understanding of safety protocols and liability terms.

Right to Suspend or Discontinue Work for Safety Reasons.

3. Multimedia Events reserves the right to suspend or discontinue all or part of the work if it is determined that proceeding would pose safety risks. This may include, but is not limited to, adverse weather conditions or third-party interventions or alterations that compromise the structural stability of our installations. In such cases, the customer / planner acknowledges and agrees that Multimedia Events will not be held liable for any compensation or refund resulting from the suspension or discontinuation of work. This clause is established to ensure the safety and well-being of all parties involved.

Safety Monitoring and Notification in the Absence of Multimedia Events Staff

4. In the absence of Multimedia Events staff during the incorporation of additional décor or throughout the event, the organiser / planner or customer is obligated to promptly inform Multimedia Events of any observed changes to the stability or safety of the construction, structure, or equipment. Such changes may arise from, but are not limited to:

- Altered weather conditions, such as rain or wind direction.
- Interventions by third parties involving additional décor, flowers, or other elements.

Third party Obligations:

5. If safety or stability concerns arise due to third-party additions, the event planner, coordinator, or customer must promptly contact the supplier responsible for the modifications to:

- Remove or reduce the additional elements to restore safety
- Provide any necessary adjustments or reinforcements using their own resources.

Liability for Temporary Equipment Use and Misuse

6. The equipment installed by Multimedia Events, including but not limited to floors, glass or mirror surfaces, pool bridges, metal structures, and support columns, is temporary and intended solely for the specific use agreed upon by all parties. Multimedia Events does not provide surveillance or security services for the equipment. The customer assumes full responsibility for any accidents, damages, or injuries resulting from the misuse or violation of the intended purpose and durability of the equipment.

Third-Party Technician Interventions and Liability

7. If technicians / employees from third-party companies intervene in the construction by adding or removing materials, such as flowers or fabrics, Multimedia Events is not liable for any damage or accidents resulting from their actions. This includes, but is not limited to, the use of liquids, cutters, knives, or other tools that may affect the construction or interact with electrical or electronic equipment installed by Multimedia Events.

Order Confirmation and Acceptance of Terms

By placing an order, the customer, wedding planner, or organizer acknowledges and accepts the terms and conditions outlined on pages 3, 4, and 5 of this catalogue. These terms are retroactive, regardless of when or whether a reservation / deposit has been made.



Terms & Conditions

1. All prices do not include vat 24%

1. An upfront payment of at least 25% of the agreed price +VAT is required for a reservation to be activated. For special orders, an upfront payment of up to 50% of the final cost is required. The deposit is non-refundable in the event that a customer backs out from all or part of the order.
2. No refunds, whether for full payments or deposits exceeding the standard amount, will be issued for changes, alterations, or cancellations made less than four (4) weeks prior to the event, regardless of any additional or alternative services requested.
3. The deposit payment is due 30 days after the initial quotation. Multimedia Events pledge to secure the agreed pre-booking within this established 30-day time frame. If an event takes place within a 45-day time frame starting from the date of a client's initial request, the deposit or full payment is due no later than 7 days from the written quotation.
4. In any case, the full payment of the agreed total cost is due three (3) days before the event.
5. Multimedia Events cannot be held liable for delays, change of plans or cancelations that may occur due to unforeseen circumstances, such as bad weather conditions, strikes, transportation issues, power failures, pandemics, earthquakes etc. and is not obliged to refund the deposit.
6. To avoid communication misunderstandings and to ensure that your information, requests, desires, and vision be impeccably delivered and executed in every single detail, it is agreed that the official e-mail of our team info@eventsinsantorini.com be used as the sole communication channel.
7. In order to safeguard the best possible service delivery to our esteemed Customers and/or Event Planners, we require that the following pieces of information be finalised and sent to Multimedia Events by email:
No later than 3 days before the event:
Event timeline, start time, end time, installation process timeline, equipment placement, special requests
No later than 10 days before the event: the song lists
No later than 5 days before the event: multimedia and video projection files.
8. All setups will be completed at least 60 minutes before guest arrivals. For setups requiring completion before 16:00, a minimum of seven (5) days' notice and finalised time plans are required.
9. If the event's installation hours are scheduled earlier than 11:30 a.m. or later than 5:00 p.m., a minimum of seven (7) days' notice is required to arrange shifts and allocate personnel. Additional charges will apply for these time adjustments
10. At Multimedia Events, we take a holistic approach to every event. However, please note that we may not be able to provide certain products or services if other entertainment, lighting, sound, or DJ companies are involved or participating in the same event. To ensure seamless coordination, we kindly ask that you inform us of any third-party vendors before the payment of the deposit. This will allow us to address any potential limitations and provide the best possible service for your event.

- Set-Up Shift Hours:
11:30 a.m. - 5:00 p.m.

- Take-Down/Dismantle Shift Hours:
10:00 p.m.- 2:00 a.m.

Extra charges will apply for any work conducted beyond these scheduled hours. A minimum of 5 days notice is required to arrange shifts and allocate personnel accordingly.

Extra Charges apply:

- for distant, difficult to reach venues / locations*
- if event's end time is later than 2:00 a.m.*
- if event's installation hours are earlier than 11:30 a.m. and later than 17:00 *
- For Express set ups*
- if multiple setups are requested in different timings*

*subject to availability





Karterados 84700 - Santorini - Greece

mail: info@eventsinsantorini.com

www.eventsinsantorini.com

<https://www.instagram.com/santorinievents/>

Methods of payments*

Bank transfer :

GR2002603620000010200137410

SWIFT CODE : ERBKGRAA

EUROBANK ERGASIA S.A.

KARTERADOS 84700 - SANTORINI

Account Holder : MULTIMEDIA MARKET E.E.

Credit Card :

authorisation form: