Keep the Heat Thermal Imaging Project: Booking Agreement Terms and Conditions:

'Booking period' refers to the days you are booking to borrow the thermal imaging equipment.

By booking the thermal equipment, you agree to be bound by the following terms and conditions:

1. Your booking period with the equipment is fixed and cannot be extended.
2. You must have watched Thermal Imaging training webinar before your booking period starts.
3. You agree not to share the contact details or address of your Camera Host with anyone outside your organisation.
4. You agree to contact the Camera Host at least 7 days before your booking period starts, to arrange a time on the first day of your booking period to collect the equipment, and a time to return it on the last day of your booking period ready for the next group.
5. Cameras are insured for loss and accidental damage, but for this to apply you must
    a. keep it with you or in a locked place when not in use;
    b. ensure the camera is only handled and used by the person who submits this agreement or another member/officer of the organisation borrowing the equipment, and they have also agreed to take responsibility for the camera and have watched the training webinar;
    c. collect and return the camera as and when agreed. It is your responsibility to arrange the times with your Camera Host in advance.
6. While you're borrowing the camera, you're responsible for what happens to it and for returning it safely. Any damage, loss or issues must be reported as soon as possible to charles.nixon@suffolk.gov.uk. It may be that the problem can be fixed, or you can be issued with a replacement item, so you don't miss out on your time.
7. You must not loan it out to individuals or any other organisation such as other groups or councils. If they would like to take part, please recommend they email charles.nixon@suffolk.gov.uk..
8. At the end of your time with the equipment, you agree to fill in a short feedback survey. You will be sent a link to this after your booking period.
9. 3 months after you borrow the equipment, you agree to email a feedback survey to the residents of the houses you thermally surveyed.
10. You agree to collect and share the data (e.g. type of house etc.) from your thermal imaging with the Suffolk Climate Change Partnership for project monitoring and publicity purposes using the form supplied.
11. You recognise Sustainable Suffolk as being the provider of this scheme in any spoken or written context, not Suffolk County Council. The Suffolk Climate Change Partnership is funded by all Suffolk's local authorities: Babergh and Mid Suffolk District Council, East Suffolk Council, Ipswich Borough Council, Suffolk County Council and West Suffolk Council.
12. You are fully responsible for adapting the template risk assessment to your own circumstances. Use the hi vis vests provided so that you can be seen in the dark. If in doubt:
    a. do not enter anyone's land or property unless you are satisfied it is safe to do so. It is strongly advised that visits are undertaken in pairs, rather than by a single person. Any visits inside a property should be done as pairs for your own safety, and to help prevent the property owner making unwitnessed claims about your visit.
    b. you must seek the property owner's consent before you enter the property or take any photos or notes or register any information about the property. Any such information to be collected must be agreed beforehand with the property owner as to how it will be used.
13. Sustainable Suffolk accepts no responsibility for any loss, damage, claim, action, costs (including legal costs), expenses and/or other harm arising whilst the borrower(s) of the camera are undertaking any actions or omitting to do any act or thing in connection with the possession and/or use of the camera and all responsibility for such loss, damage, claim,

action, costs (including legal costs), expenses and/or other harm is excluded to the fullest extent permissible by law.