



AEROGLIST
DRONE SERVICES PTY LTD

Terms and Conditions

The following are the Terms and Conditions for Aeroglist Drone Services

Aeroglist Drone Services provides drone services including aerial photography, videography, surveying, Lidar data collection, inspections, and emergency services assistance. Services will be performed as per the client's requirements and within the agreed scope. Any changes to the scope must be agreed in writing. Aeroglist reserves the right to refuse service if conditions are unsafe or violate CASA regulations.

- Aeroglist Drone Services is not liable for indirect, incidental, or consequential damages (e.g., lost profits, data loss) arising from services.
- Clients assume full responsibility for ensuring the service area is safe, legally accessible, and free of hazards (e.g., power lines, restricted airspace).
- Liability is capped at the total amount paid for the service.
- Clients indemnify Aeroglist against claims arising from their negligence (e.g., failing to disclose hazards or legal restrictions).

Aeroglist carries commercial liability insurance for drone operations. Clients may request proof of insurance. This insurance does not cover client negligence or unauthorized use of footage.

Payment is due within 14 days of service completion or if client prefers upfront payment, that can be accepted as well.

Late payments incur a 10% fee of the service. Drone services may be paused for non-payment, and unpaid accounts may be sent to collections.

Cancellation/rescheduling requires 24 hours' notice period.

Cancellations within 48 hours incur a 20% fee.

No refunds for cancellations due to client-caused delays (e.g., unsecured permits, unsafe conditions) and unacceptable behaviour towards the staff.

Privacy & Data

- Client data and media are confidential and will not be shared without consent.
- Raw footage/media will be retained for 30 days post-delivery, after which it may be deleted if client wishes to.
- Aeroglist may use anonymized data or media for promotional purposes unless explicitly prohibited in writing.
- Services comply with FAA (or local aviation authority) regulations.
- Clients must provide proof of landowner permission or permits for restricted areas (e.g., near airports, private property).
- Clients are responsible for fines/penalties due to their failure to disclose airspace restrictions.
- All raw footage, photos, and data remain Aeroglist's property until full payment is received.
- Upon payment, clients receive a non-exclusive license for agreed-upon use. Redistribution or commercial resale requires written consent.
- Aeroglist is not liable for delays/cancellations due to uncontrollable events (e.g., severe weather, equipment failure, regulatory changes, pandemics, or acts of war).
- Clients must notify Aeroglist company of any media defects within 4 days of delivery. No refunds will be issued after this period.
- Aeroglist is not responsible for media quality if compromised by client-requested settings or environmental factors (e.g., poor lighting).
- Flights may be aborted at Aeroglist's discretion due to safety concerns (e.g., wildlife interference, unauthorized personnel in the area).
- Clients must disclose all airspace restrictions (e.g., Temporary Flight Restrictions) prior to booking.
- Aeroglist may terminate agreements immediately if the client breaches terms, violates laws, or creates unsafe conditions. No refunds will be issued in such cases.
- Aeroglist is not responsible for inaccuracies in third-party data (e.g., maps, surveys) provided by the client.
- These terms may be updated at any time. Continued use of services constitutes acceptance of revised terms.
- This document supersedes all prior agreements. No verbal promises are binding unless added in writing.