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## CTAS Live Streaming Terms and Conditions

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### **Introduction**

CTAS Live Streaming is a CTAS NZ Ltd Product, and is a service available anywhere in NZ, that will enable you to stream your event live on the internet. These terms and conditions apply to the Live Streaming service as a CTAS Product. Some Terms and Conditions may be stipulated from within CTAS NZ Ltd, where they are not covered here. We reserve the right to refer to the most appropriate.

### **Product Performance**

We provide you with high grade, professional systems, and service, so that you are comfortable with the fact that your show is available to all viewers, providing you with a professional world wide presentation of your event or show. To further enable a high level of service quality and reliability, we use NZ servers for our websites and delivery points for Live Video as first priority for NZ viewers. Overseas viewers will connect to their nearest point in the Worldwide delivery network.

### **Service Provided**

With CTAS Live, we can provide all the facilities required to show your event worldwide and in real time. You don't have to worry about any technicalities. However, there may be components of the service that you choose to use from other providers. Where this is the case, we are happy to work in with those providers.

This service is provided as a fully self contained service. All we require is vehicle access, approximately 6sqm of space in a viewable location for cameras and associated equipment, plus 2sqm for any additional cameras. When a system, service or product has been quoted on, unless stated elsewhere, this quote will be valid for 2 months from the date quoted.

We have a range of features, which can enhance or refine the live broadcast. Features could include schedule information, online chat, post event recordings, status updates and overlays. If you require these, you will need to request the specific features, and may need to provide graphics or additional info.

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When requested, MP4 copies of the event are available, in uncut, unedited format. Also, after each event, by the following day, we upload internet optimised videos of all racing, and these videos are available to view at no cost.

### **Internet Coverage**

At CTAS Live we have successfully live streamed from more than 40 locations around NZ. While we can cover much of NZ, we do rely on internet providers, and so are unable to guarantee the reliability more than the Internet providers do, although we do utilise service of more than one provider, so that our percentage is higher than either one in isolation.

As far as service delivery, with regard to internet service, viewers can sometimes consider that a problem is not theirs. We always test our stream once started to confirm it is working, so any complaints, especially when it is from a single person or a small geographical area, will most likely be out of our control. Where we have confirmed it is working as a viewer, then the service is considered working.

### **Commentators and Event Audio**

We include sound in our Live Stream. This will always include a local sound from a shotgun mic on camera, as well as commentators and other sound available. Eg Referee. Our normal setup includes a wireless connection from the event sound system, which we mix in with the event sound, and video. If you don't have a sound system, we do have a minimal audio kit, which includes wireless mics and headsets. This is a small mobile kit.

Where there is an Audio broadcast in the service being Live Streamed, you must accept that the commentary is live, and the commentators are calling the event as they see it live. They do not have the benefit of closeup or replay analysis, and are doing the best they can to provide this service.

### **Site Access**

It is important that we get vehicle access for getting equipment in to the points we are operating from. This access needs to be at least 3 hours prior to when the service is required. If multiple cameras are required at different locations, then a further 30 minutes for each camera is required. A similar time is required for pickup after the event.

### **Video Sensitivity**

We always provide a reasonable judgement of what is shown on video, as it is going live around the world, our focus is always on providing service that does credit for your organisation and does not bring either of us into disrepute. There are times when something can happen and is caught on camera. If we feel it is not in the best interest of the event, or people on camera, we will switch or move the camera to point elsewhere.

CTAS Live is a Live feed, and so should not be considered to have been reviewed, sanctioned and subjected to official criteria. Therefore, there is no guarantee on the validity of any results. We show what we see, and this is the same that people at the event will hear and see.

### **Restrictions and Copyright**

In providing services on the internet or in applications, CTAS reserves the right to display any CTAS owned Logo/s, or those for other companies with which prior agreements exist, in places we select.

The information on this Live Stream and associated CTAS and CTAS Live site, including, but not limited to, Live Timing, Audio and Video, is being made available for the enjoyment of interested viewers. It is not the intention of this information to be used against people; personally, legally, motively or politically. Any expectation or request to do so, may be refused by CTAS and/or any of the event organisers or officials.

If we feel that some audio, video or graphics is not within our rights to broadcast, then we reserve the right to withhold it.

In providing Live Services, we only use CTAS owned or pre-approved and tested, contracted equipment for Video, Switching and Streaming services at the site. This ensures that we have appropriate control of what is available online, and ensures certain requirements around public and technology liability insurance are adhered to, and also reduces the chance of something untested from being plugged in, and potentially directly or indirectly causing a failure of the service.

Video and Audio coverage is broadcast by us with all required rights that we need to ensure public viewing for the life time of the recordings. This includes live and future replays of the recordings.

### **Disclaimer**

Services provided as Ctas NZ Ltd services and products are supplied on an "as is, as available" basis and Ctas NZ Ltd specifically disclaims any warranty. Ctas NZ Ltd shall not be liable for any consequential, direct or indirect damages, and Ctas NZ Ltd shall not be responsible for any losses due to disruption of service, changes to the broadcast, or anything that is broadcast on our Live Stream. We show the event in the most professional manner possible, but sometimes things happen, and are seen on camera before we can apply reasonable judgement. Ctas NZ Ltd shall not be accountable for any inference, misconception, misunderstanding or any unexpected outcomes that occur when we are broadcasting a Live Event.

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