

TERMS & CONDITIONS

SURVEY • MEDIA

Version 1.0 | September 2026

Contracting party	Sallisco Ltd trading as Airmetrix
Website	airmetrix.co.uk
Email	info@airmetrix.co.uk
Telephone	01522275277

These Terms and Conditions apply to services supplied by Sallisco Ltd trading as Airmetrix ("Airmetrix", "we", "us" or "our"). By accepting a quotation, making a booking, paying a deposit or instructing us to commence work, the Client agrees to these Terms and Conditions.

1. Our Services

Airmetrix provides professional drone and imaging services under two principal service areas:

Airmetrix Survey - aerial inspections, roof inspections, building and asset inspections, progress monitoring, aerial data capture and associated reporting.

Airmetrix Media - aerial photography, videography, property imagery, promotional content and other creative media services.

The exact scope, deliverables, price and any specific requirements will be stated in the quotation or booking confirmation.

2. Quotations and Bookings

Unless otherwise stated, quotations are valid for 30 days from issue.

A booking is confirmed when Airmetrix has accepted the Client's instruction and any required deposit has been received.

Any work requested outside the agreed scope may be subject to additional charges. We will normally agree these with the Client before undertaking additional chargeable work.

3. Payment

Payment terms will be stated on the quotation or invoice. Unless otherwise agreed, invoices are payable within 14 days of the invoice date.

Airmetrix may require a deposit or payment in advance before confirming or commencing an assignment.

For business clients, we reserve the right to charge statutory interest and recovery costs on overdue invoices where permitted by law.

Final reports, high-resolution imagery, video or other deliverables may be withheld until outstanding amounts relating to the assignment have been paid.

4. Drone Operations and Safety

All drone operations are subject to applicable UK aviation legislation, CAA requirements and Airmetrix's operational and safety procedures.

Airmetrix retains sole authority over whether a flight can safely and legally proceed.

The Remote Pilot may delay, modify, suspend or terminate an operation where they consider conditions unsafe or where continuing could breach applicable regulations, permissions or operational limitations.

Safety takes priority over completion of any assignment.

5. Weather and Unflyable Conditions

Drone operations depend upon suitable weather and environmental conditions.

Operations may be postponed because of conditions including excessive wind, rain, poor visibility, thunderstorms, icing, extreme temperatures or other circumstances affecting safe operation or the quality of the required deliverables.

Where Airmetrix postpones an assignment for safety or unsuitable weather, we will normally arrange an alternative date at no additional rescheduling charge.

Airmetrix is not responsible for losses arising solely from delays caused by weather or other circumstances reasonably outside our control.

6. Airspace, Permissions and Site Restrictions

All flights are subject to applicable airspace restrictions, geographical zones, NOTAMs and any permissions or authorisations required for the proposed operation.

Where an operation cannot lawfully or safely proceed, Airmetrix may modify, postpone or cancel the flight.

Where reasonably required, the Client must assist Airmetrix in obtaining access to the site and permissions that only the Client, property owner or occupier can provide.

Airmetrix will not knowingly undertake an unlawful drone operation at the Client's request.

7. Client Responsibilities

The Client must provide accurate information concerning the site, assignment and intended deliverables.

The Client is responsible for informing Airmetrix of any known hazards or restrictions that could reasonably affect the operation, including restricted access, hazardous materials, overhead cables, cranes, unusual site activity or other relevant risks.

Unless otherwise agreed, the Client is responsible for obtaining permission for Airmetrix to access private property from which operations are to be conducted.

8. Survey and Inspection Services

Airmetrix Survey services primarily provide remote visual inspection and aerial data capture.

Unless expressly stated otherwise in writing, an Airmetrix roof or building inspection is not a structural survey, is not a building survey, does not constitute engineering, architectural or specialist surveying advice, does not guarantee identification of every defect, does not involve destructive or intrusive investigation, and only records conditions reasonably visible from the imagery/data obtained during the inspection.

Some defects may be concealed, obscured or impossible to identify from aerial imagery alone.

Reports should therefore be considered alongside other appropriate professional investigation where necessary.

Where Airmetrix identifies a possible defect, the Client may be advised to obtain further assessment from a suitably qualified roofer, building surveyor, structural engineer or other specialist.

9. Accuracy of Reports

Airmetrix will prepare reports using reasonable care and skill based upon the information and imagery available at the time of inspection.

Descriptions such as "possible", "suspected", "appears", "potential" or similar wording indicate observations rather than definitive diagnoses.

Unless specifically included in the agreed scope, dimensions, areas, locations and measurements shown within reports should be regarded as indicative rather than survey-grade measurements.

10. Photography, Video and Media

The exact quantity, format, resolution and type of media supplied will be specified in the quotation where applicable.

Creative decisions including composition, flight paths, camera angles and editing remain at Airmetrix's professional discretion unless specific requirements have been agreed beforehand.

Weather, lighting, site conditions and aviation restrictions may affect the appearance or availability of particular shots.

11. Copyright and Usage

Unless expressly agreed otherwise, copyright in photographs, video, reports, graphics and other original content created by Airmetrix remains with Sallisco Ltd trading as Airmetrix.

Upon full payment, the Client receives a licence to use the delivered material for the purposes agreed when the work was commissioned.

The Client must not sell, sublicense or materially misrepresent Airmetrix material to third parties unless such rights have been agreed.

Where appropriate, Airmetrix may use completed imagery or video in its website, portfolio, social media and promotional material unless confidentiality has been agreed with the Client beforehand.

We will obtain appropriate permission before publishing material where confidentiality, privacy or contractual restrictions apply.

12. Raw Files

Unless expressly included in the quotation, RAW photographs, unedited footage and other source files are not included within the standard deliverables.

Airmetrix is not obliged to retain raw or project files indefinitely after completion.

13. Delivery

Estimated delivery times will be communicated to the Client.

Delivery times may vary depending on the complexity of the work, quantity of media, reporting requirements and circumstances outside Airmetrix's reasonable control.

Where no specific delivery date has been agreed, services will be completed within a reasonable time.

14. Cancellations and Rescheduling

Unless otherwise stated in the quotation, cancellation charges may apply as follows: more than 48 hours before the assignment - no cancellation charge excluding non-refundable third-party costs already incurred; 24-48 hours before - up to 50% of the agreed assignment fee; less than 24 hours before, or failure to provide agreed access - up to 100% of the agreed assignment fee.

Airmetrix may waive or reduce these charges at its discretion.

These provisions do not override statutory consumer cancellation rights.

Where applicable, consumers entering into qualifying distance or off-premises service contracts may have a statutory cancellation period. If the consumer expressly requests work to begin during that period, payment may be due for services supplied before cancellation and the cancellation right may be lost once the service is fully performed, subject to applicable law.

15. Revisions

Where editing or report preparation is included, the number of revisions included will be stated in the quotation.

Corrections required because Airmetrix has failed to deliver something agreed in the scope will be made without charge where appropriate.

Client-requested alterations or additional work outside the original scope may be charged separately.

16. Equipment Failure and Data Loss

Airmetrix takes reasonable precautions to maintain its equipment and protect captured data.

In the event of equipment failure, corruption or accidental data loss that prevents delivery of the agreed service, Airmetrix will where reasonably possible offer a repeat visit or other appropriate remedy.

Nothing in these Terms limits the Client's statutory rights.

17. Liability

Airmetrix will exercise reasonable care and skill when providing its services.

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights that cannot lawfully be excluded.

Subject to those exceptions, for business Clients, Airmetrix's total aggregate liability arising from an assignment shall not exceed the greater of the total amount paid or payable by the Client for that assignment or the amount recoverable under Airmetrix's applicable insurance policy, unless otherwise agreed in writing.

Airmetrix will not be liable to business Clients for indirect or consequential losses, loss of profit, loss of business or loss of opportunity to the extent permitted by law.

18. Third Parties

Unless expressly agreed otherwise, reports and other professional deliverables are prepared for the Client who commissioned them.

Third parties should not rely upon an Airmetrix inspection report as professional advice without Airmetrix's prior written agreement.

19. Privacy and Data Protection

Airmetrix will process personal information in accordance with applicable UK data-protection legislation and its Privacy Policy.

Drone operations may incidentally capture individuals, vehicles or neighbouring property. Airmetrix will take reasonable steps to minimise unnecessary collection and handle captured material appropriately.

20. Complaints

If a Client is dissatisfied with a service, they should contact Airmetrix as soon as reasonably possible and provide details of the issue.

We will investigate complaints fairly and seek an appropriate resolution.

Nothing in this section affects a consumer's statutory rights.

21. Force Majeure

Airmetrix will not be responsible for delay or failure caused by events reasonably outside its control, including severe weather, airspace restrictions, emergency restrictions, site closures, equipment restrictions imposed by authorities, power or communications failures or other comparable events.

22. Changes to These Terms

Airmetrix may update these Terms and Conditions periodically.

The version applicable to an assignment will normally be the version provided or made available when the Client enters into the contract.

23. Governing Law

These Terms and Conditions and any dispute arising from them are governed by the laws of England and Wales.

Nothing in this clause deprives a consumer of any mandatory rights they have concerning where proceedings may be brought.

24. Contact Details

Airmetrix - Sallisco Ltd trading as Airmetrix

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Company Number: 16361540

Document Control

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