Insurance
Borrowers must take out ‘nail to nail’ All Risks insurance cover for the values specified on the loan form.
In the event of a total write-off the borrower will also be required to meet any VAT costs incurred.
Borrowers must return one copy of the long loan form together with proof of insurance cover. WORK CANNOT BE RELEASED UNTIL THIS IS DONE.
Insurance values will be revised annually and borrowers will be advised and asked to confirm insurance cover and verify that all works are in place and in good condition.

Despatch, Delivery and Receipt
Hayward Gallery vehicle will be packed at Hayward Gallery by gallery staff, who will normally deliver and hang the works under supervision of an Arts Council Collection staff member. A formal receipt will be given to the borrowing institution. Transport and installation arrangements carried out by the borrower must be approved by the Head of Collection.

Damage
Borrowers must notify Head of Collection or the Loans Coordinator IMMEDIATELY if a work is damaged in transit or during the exhibition.
No repairs or surface cleaning should be carried out without first consulting the Loans Coordinator.
Framed pictures should not be unframed or the plexiglass/glass removed without prior permission from the Head of Collection. In the event of planned building works in the display area, the Loans Coordinator must be informed in advance. All conservation costs including those of examination by a conservator approved by the ACC must be borne by the borrower. The borrowers must ensure that the work is handled by professional personnel only. Works must be unpacked and installed in secured areas at all times.

Display
Paintings and works on paper must be protected from direct sunlight (for watercolours, drawings and photographs not more than 50 lux) and must not be placed near radiators or any other heating or air conditioning device. Work protected by glass or Perspex must be kept clean using appropriate cleaning materials. (Perspex requires a special cleaner as it scratches easily).

In the case of sculpture, every effort must be taken by the borrower to ensure that the work is installed securely on site and that it cannot be easily overturned by strong winds or acts of vandalism.
All works must be labeled and the labels will normally be supplied at the start of the loan. Replacement labels will be charged for.

Acknowledgements
The Collection must always be acknowledged on any label or information sheet and credited as follows:
Arts Council Collection, Southbank Centre, London

Photography
The taking of photographs for non-commercial purposes is permitted. Permission to take photographs for commercial purposes must be obtained from the artist. Permission to film any work on loan must be sought from the Acquisitions Coordinator, Catherine Antoni.

Audio/Visual Works of Art
The copying of any video, cassette, slides or disc belonging to the Arts Council Collection is not permitted.

Special Conditions
Any special conditions of loan will be noted separately and these must be carried out in full by the borrower.