

T&C

All bookings are confirmed by invoice and a non-refundable booking fee is required to officially confirm the date

CANCELLATION

Our cancellation policy aims to ensure fair recompense in the event of a customer cancelling a booking, it reflects the time involved in organising the booking and the decreasing probability of being able to find alternative work at short notice.

9 months before 50% of the total booking fee is payable

6 months before 75% of the total booking fee is payable

3 months before 100% of the fee is payable

It is your sole responsibility to inform us your intentions to cancel the booking and we may charge a cancellation fee if it falls within 9 months of the date.

We would be happy to transfer your booking to a new date subject to our availability and discretion.

50% of the fee is required for any date transfer within a year of the original booking, this will be non refundable.

The remaining balance will be due as normal
(1 month before the event)

ACCESS TO PERFORMANCE AREA

The Customer will allow suitable time for the installation and dismantling, and removal of equipment (normally within one hour). Where appropriate, the Customer will arrange with the management of the Venue to allow suitable time for the installation and dismantling, and removal of equipment.

The Customer will also ensure that safe and adequate power is available. (Normally a minimum of 2x13Amp sockets with a combined minimum continuous load capacity of 4.5Kilowatts (20 Amps) for a full sound and lighting set-up, or for a reduced set-up,

1x13Amp socket with a minimum continuous load capacity of 3Kilowatts (13Amps).

PROFESSIONAL CONDUCT

We will behave in a professional manner throughout the entire event and will respond positively to requests, regarding volume, music and any other reasonable requests made by the client, guests, customers or staff.

The Customer/Venue Management will provide adequate supervision of its guests, customers and, or staff at the venue, and will be liable for any loss of, or damage to, the equipment, vehicles, or personnel belongings, caused by guests, customers and, or staff.

VENUE IMPOSED SOUND LIMITATIONS

It is the client's responsibility to inform the DJ if the venue has a sound limiter or any other venue sound imposed enforcements.

We will endeavour to keep the sound below the allowed level and the client agrees that there shall be no recourse against the DJ should levels be accidentally exceeded leading to the power supply being restricted or halted completely.

PHOTOGRAPHY & VIDEO

We reserve the right to take pictures & video clips at the event. This will be very sparingly. Video and photos may be used for promotional purposes only and displayed online on our social media.

We would be happy to provide you with a copy of all images after the event. If you would prefer to protect your privacy then please let us know, we will happily respect your wishes.

MUSIC REQUESTS

We will offer you the chance to create a list of requests that you would like played as well as those that you would like banned.

We always encourage requests on the night unless instructed otherwise and will use our professional judgement to play the music that will keep your guests dancing. Our music collection covers every popular genre from the 1950s – modern day.

PUBLIC LIABILITY

We will ensure that any equipment to be connected to a power source is electrically safe & PAT tested.

Herts Events will provide Public Liability insurance cover of £5 -£10 Million pounds.

FORCE MAJEURE (Forces beyond our control)

No party shall be liable for any failure to perform its obligations where such failure is as a result of Acts of Nature (including earthquake, fire, flood, hurricane storm, or other natural disaster), war, transportation malfunctions, terrorist activities, death, illness or other incapacity certified by a properly qualified medical practitioner, epidemic/pandemic, accident, civil commotion, order of Government or Local Authority having jurisdiction in the matter or changes in law. Any party asserting Force Majeure so as to negate liability shall have the burden of proving it and justifying that they took preventative action wherever possible to counteract the circumstance