

- For our mutual protection, all bookings require an exchange of information to discuss your wishes and needs. A formal offer for the provision of services will then be made in writing. **The booking for your chosen date is not confirmed until you have accepted the written offer and paid the deposit.**
- Deposit and balance payments are normally made by bank transfer with details provided on your invoice. The bank transfer may be made by internet banking, telephone banking or over the counter at your own bank.
- These terms and conditions are governed by English law and we all agree to submit to the exclusive jurisdiction of the English courts.

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### **1. Supplier Details**

Trading Name: Glynn Tee – Professional DJ

Contact Address: 24 Southbank Road, Southport, PR8 6QH

Contact Telephone Number: 01704 531241

Contact email address: glynn.tee@southportdj.co.uk

HMRC Registered: Sole Trader

### **2. Client Details**

I will need your name(s), address, home telephone number, a mobile telephone number and email address.

### **3. Event Details**

This section will describe where the event is and when plus the services from Glynn Tee.

Services include necessary preparation and planning for the success of your event and this begins immediately.

**Photos/videos** taken at the event by Glynn Tee may be used for promotional purposes.

### **4. Payment**

*The client agrees to pay the following*

The Total Fee is made up of a non-returnable deposit and a balance payment.

The Deposit Payment of **£100.00** is NON-RETURNABLE and is due by 12 noon the day after verbal or written agreement to secure the date.

At least 50% of the agreed fee must be paid and cleared no later than 90 days before your event date. The exact date will be specified on your invoice and is normally a bank working day (i.e. Monday to Friday).

The Balance Payment must be paid and cleared no later than at least 28 days before your event date. The exact date will be specified on your invoice and is normally a bank working day e.g. if your event is on a Saturday then the payment due date will be the Friday (29 days before).

Should any payments be made after the scheduled time, a fee of £25.00 will be added as a late payment fee to cover administration costs.

## **5. Personal Meetings**

These must be carried out on Monday to Thursday between 9am and 2pm. This is due to my commitments as a professional DJ with many events throughout the week and over weekends making it impossible to meet outside of these times. The prices given take into account reasonable travel fees for attending a meeting and are based on meeting within ten miles of Southport. Your quote will vary should you wish to meet further afield or if your venue requires extended journey time.

Should you be unable to arrange a meeting during the days and times mentioned above, a FaceTime/Skype meeting can be arranged. There will be no reduction in prices should you be unable to schedule a meeting inside the days and times given.

Should you require a no obligation pre-booking meeting, a telephone meeting is free of charge. Should you want to meet in person this is chargeable at £50.00 within ten miles of Southport or at an increased fee based on distance should you require this meeting outside of this range.

## **6. Cancellations**

### **The client agrees**

Once verbally agreed, this booking takes the event date off Glynn Tee's availability calendar preventing any other enquiry or booking being made. Your planning and preparation may commence immediately. This makes the deposit non-returnable unless Glynn Tee is at fault.

The client may cancel this agreement by notifying Glynn Tee by email.

However, you agree that the amount of the deposit is non-returnable and the balance payment will still be due depending on the number of days of notice provided.

Cancellations within 90 days of the event date require 100% of the total fee to be paid to Glynn Tee.

Cancellations between 91-180 days before the event date require 50% of the total fee to be paid to Glynn Tee.

Cancellations from the date of a verbal or written agreement to 181 days before an event require a £100.00 fee to be paid to Glynn Tee.

You will not have to pay the balance if you notify Glynn Tee more than 180 days before the event date. The deposit is non-returnable.

### **Glynn Tee agrees**

Glynn Tee agrees to protect the date and provide all services as promised unless there are unavoidable circumstances beyond his control.

These are known as "Force Majeure" or "Acts of Nature" and include acts of terrorism, road traffic incident, road closure, adverse weather conditions, industrial action or similar that prevents him from attending.

If an event is cancelled for any of these reasons, Glynn Tee will still require payment of the full balance.

## **7. Venue Access**

### *The client needs to ensure the following*

The venue is to permit the most efficient route to minimise manual handling. This includes bringing a vehicle close to the building and generally taking the shortest route possible.

Time is required before the event to bring equipment in, assemble and test before getting ready. Minimum of 1 hour before (ideally 2 hours) depending on access.

Time is required immediately after the event to disassemble and remove equipment before leaving. Minimum of 40 minutes (ideally 1 hour) depending on access.

## **8. Performance Area**

### *The client needs to ensure the following*

**LOCATION:** A space measuring at least 4 metres wide by 2 metres deep is needed for the main working position. Additional space for speakers (one to the left and one to the right) is also needed each measuring 1 metre wide by 1 metre deep.

The main working position needs to be near the dance floor and ideally on the same level or small stage with good line of sight of the room and entrance.

The surface needs to be flat, stable, dry and the working area / equipment protected from damp / wet weather.

Smoking is not to be permitted in or near this area.

**ELECTRICITY SUPPLY:** Safe and adequate electrical power is to be available for performance use.

The main performance area needs a minimum of one non-shared 13-amp socket that is close by.

If audio or lighting equipment is needed elsewhere then access to power needs to be nearby as well.

If the supply is via a temporary source such as a generator then this must be adequate to supply all expected users at the same time and for sensitive electrical equipment.

## **9. Music**

**PLAYING:** Glynn Tee's music speciality is playing a varied mixture of family friendly, recognised popular songs of various genres from the current charts and across the decades as appropriate.

**REQUESTS:** Requests are welcome in advance and on the day where available and suitable. We agree that for the main party that the majority of the songs and their order cannot be predicted in advance and are best chosen dynamically as the night flows.

**EXPLICIT LYRICS:** Glynn Tee reserves the right to avoid songs that contain swearing or racist content unless a radio version is available.

## **10. Venue Restrictions**

The venue may have a Premises Licence with restrictions to prevent loud noise disturbing their neighbours or residents.

The client agrees that Glynn Tee must follow instructions from the venue in terms of where music can be played, the volume level and when it must stop.

Some venues have a *noise limiter* or *sound limiter*. This is a device that will cut the power supply if the volume levels are too high. The venue should tell us both what the threshold is and what it means.

## **11. GDPR and Your Data**

Your data including your name(s), address, telephone number and email address are held in a file on paper and stored in a locked storage cabinet.

Your data is used digitally on DJ Event Planner to allow access to your Event Planning and is securely held on their database.

All personal information given for an enquiry is held for seven days and removed from my booking system. All personal information given for bookings is held on file until one month after your event date in case there is any reason to contact you. After that date, all information is deleted from DJ Event Planner and paper copies shredded.

## **12. Complaints**

My business is all about providing an exemplary service. If for any reason you are not happy with anything then please talk directly to me so we can find the best solution.

If during the event you need me to do something or do it differently talk to me in person. If what you need is possible then this is the quickest and most efficient way for me to help you.

If you wish to make an official complaint then please send it to me by email so we both have a permanent copy. If an immediate response is not possible because further information or an investigation is required then I will acknowledge receipt first.

If you are unhappy with the outcome then further advice and complaints about a business can be made to Citizens Advice on 0345 404 0506 or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) who will share the details with the Trading Standards Service in your area.

## **12. Behaviour**

Abusive behaviour or threats towards Glynn Tee or his equipment / belongings from anyone including yourself, guests, venue management, venue staff or other vendors will not be tolerated.

Performance may be suspended until resolved. If not resolved then the booking may be terminated with no loss to Glynn Tee.

The client agrees to provide assistance with providing identity and contact details of individuals involved should compensation for loss or damage to equipment, vehicle or other belongings be necessary.