

Terms and Conditions for Twin Decks Entertainments

1. Agreement to Terms

By booking our services, you agree to comply with these Terms and Conditions. Please read them carefully before proceeding with your booking.

2. Booking Confirmation

To secure your booking, a deposit of is required. Your booking will be confirmed once the deposit is received. The remaining balance must be paid either by bank transfer 48 hours prior or cash handed to our event team on the evening.

3. Cancellation Policy

- Cancellations must be made in writing via email to info@twindecksentertainments.com
- If you cancel 5 days before the event, all payments minus the deposit will be refunded.
- Cancellations made less than 5 days before the event will forfeit the deposit and 50% of the remaining balance will be due still.
- Cancellations where we haven't been informed and event staff have arrived or its within 48 hours of the event will be chargeable of 100% off the agreed fee.

4. Changes to Booking

Any changes to the event details or services requested must be submitted in email to info@twindecksentertainments.com We will do our best to accommodate these changes, but we cannot guarantee availability.

5. Equipment and Setup

We will provide all necessary equipment for the event. The setup will occur 45-60 minutes before the event start time. Please ensure that access to the venue is available at this time. Delays caused to bad access or restrictions could result in us been able to complete the event. Our team will advise if longer setup time is required for your booking. Any damage to equipment that has been supplied by Twin Decks Entertainments and damaged by guests will be invoiced in full to be paid within 30 days.

6. Venue Requirements

The client is responsible for obtaining all necessary permissions and permits from the venue. Any restrictions imposed by the venue must be communicated to us in advance. Delays in access to the venue will not be the responsibility of Twin Decks Entertainments.

7. Liability

Twin Decks Entertainments is fully insured with public liability insurance up to [insert amount, e.g., \$10 million]. We are not liable for any injury or damage caused by guests during the event.

8. Responsible Service of Alcohol

If alcohol is served at your event, the client agrees to take all necessary steps to ensure responsible service of alcohol. Twin Decks Entertainments reserves the right to cease our services if we believe that guests are being overserved and becoming a risk to the event staff or equipment.

9. Behavior Of Attendees

The safety and well-being of our staff is our utmost priority, and any threats or aggressive behavior directed toward them will not be tolerated under any circumstances. We strive to create a positive and enjoyable atmosphere for all attendees, and this cannot be achieved without mutual respect among guests and staff alike. Any individual found to be threatening, harassing, or intimidating our team may be asked to leave the event immediately, and further action may be taken, including contacting authorities if necessary. We appreciate your understanding and cooperation in ensuring a safe environment for everyone. If the threat isn't removed then we will have no other alternative then to end the event earlier than the agreed time.

10. Force Majeure

We will not be liable for any failure to perform our obligations under this agreement due to circumstances beyond our reasonable control, including but not limited to venue problems, acts of God, war, riots, fire, flood, or any other events.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of United Kingdom. Any disputes arising from this agreement will be handled in accordance with the jurisdiction of The United Kingdom

12. Acceptance of Terms

By proceeding with your booking, you acknowledge that you have read, understood, and agree to these Terms and Conditions.