TERMS & CONDITIONS

Simple rules. Safe events. Great nights.

We're here to make sure you and your guests have a brilliant time. These terms aren't designed to take the fun out of the event - they are here to keep you, your guests, our team and our equipment safe, and to make sure everyone knows what to expect. By booking Twin Decks Entertainments, you agree to the terms below.

1. Booking & Acceptance

A booking is only secured once the required deposit has been received and confirmation has been issued by Twin Decks Entertainments. By paying the deposit or proceeding with the booking, the booking name accepts these Terms & Conditions on behalf of the event.

2. Payments

- **All deposits are non-refundable** and secure your date, staff and equipment allocation.
- Unless otherwise agreed in writing, the final balance must be paid by the due date shown on your booking or invoice.
- **Bank transfer payments** for the event day MUST be received at least 24 hours before the event start time.
- **If payment on the day has been agreed**, payment must be made before the event starts. Our team is normally on site around 45 minutes before the start time, so cash payments must be made before the team begins the event.
- We reserve the right not to start or continue services where an agreed payment remains outstanding.

3. Cancellations

- **All cancellations MUST** be emailed to info@twindecksentertainments.com. A cancellation is not confirmed until it has been received by us in writing.
- The booking deposit remains non-refundable in all cancellation circumstances.
- **If you cancel within 4 weeks** (28 days) of the event date, 50% of the outstanding final balance will become payable and may be invoiced.
- **If you cancel within 7 days** of the event date, 100% of the outstanding final balance will become payable.
- If our team arrives because no cancellation was received, the full agreed booking value remains payable.

4. Changes to Your Booking

Any change to the date, venue, timings or services must be requested by email. We will always try to help, but changes are subject to staff, equipment and date availability and may result in an additional charge. A date change is not confirmed until agreed by Twin Decks Entertainments in writing.

5. Venue Access, Setup & Finish Times

- The client must ensure safe and reasonable access to the venue, suitable power and enough space for the booked setup.
- Setup normally begins around 45-60 minutes before the agreed start time unless we advise otherwise.
- Delays caused by late access, venue restrictions, blocked loading areas or circumstances outside our control may reduce performance time. The agreed fee will still apply.
- We must follow venue rules, licensing conditions, sound limiters, curfews and instructions from authorised venue management.

6. DJ Booth, Equipment & Guest Safety

- **Children must be kept away** from speakers, lighting, cables, stands, the DJ booth and all other equipment at all times.
- **Guests must not enter or go behind the DJ booth**, touch controls, move equipment, place drinks on equipment or interfere with cables or power supplies.
- The booking name is responsible for the conduct of their guests around our equipment.
- **Any loss or damage** caused by the client, a guest or another attendee will be invoiced directly to the booking name. The invoice MUST be paid within 7 days of the invoice date.
- Serious or deliberate damage may result in the event being stopped immediately. Damage may also be reported to the venue and, where appropriate, the police.

7. Respect for Our DJs & Staff

ZERO TOLERANCE: Abuse, threats, intimidation, harassment, violence or aggressive behaviour towards any Twin Decks DJ, photobooth attendant or team member will not be tolerated.

- If a member of our team feels unsafe, they may pause the event and ask the client or venue to deal with the individual involved.
- **If the behaviour continues**, or if there is an immediate safety risk, Twin Decks Entertainments may finish the event early and leave the venue. No refund will be given and the full agreed fee remains payable.
- Threats, assault, serious abuse or criminal damage may be reported to venue management and the police.

8. Alcohol, Drinks & Unsafe Behaviour

We want guests to enjoy themselves, but excessive intoxication must not put our staff, equipment or other guests at risk. Drinks must be kept away from all electrical equipment. We may pause or end services where behaviour becomes unsafe, threatening or destructive. Ending an event for safety reasons does not create a right to a refund.

9. Client & Venue Responsibilities

- The client is responsible for obtaining any venue permissions required for the booked entertainment and for telling us about restrictions before the event.
- A responsible adult must supervise children attending the event. Our DJs and attendants cannot be responsible for supervising children.
- Fire exits, walkways and access routes must remain clear. Our equipment must not be moved after setup without our permission.

10. Equipment Failure & Substitution

We maintain and test our equipment and carry backup equipment where practical. If a fault occurs, we will make reasonable efforts to continue the event. We may substitute equipment, staff or an equivalent setup where reasonably necessary, provided the core booked service can still be delivered.

11. Force Majeure & Events Outside Our Control

Twin Decks Entertainments will not be responsible for failure or delay caused by circumstances outside our reasonable control, including severe weather, road closures, venue closure, power failure, fire, flood, public emergency, illness or other events that could not reasonably have been prevented. We will communicate with the client and act reasonably to find the best available solution.

12. Liability & Insurance

Twin Decks Entertainments carries Public Liability Insurance up to £5 million. Nothing in these terms excludes liability that cannot legally be excluded. We are not responsible for loss, injury or damage caused by guests, venue conditions or third parties outside our reasonable control.

13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any dispute will be dealt with by the courts having jurisdiction in England and Wales.

14. Acceptance

By paying a deposit, making a payment or allowing the event to proceed, you confirm that you have read, understood and accepted these Terms & Conditions.

Questions before your event? info@twindecksentertainments.com