



WHITE WIRE
ENTERTAINMENT

DJ & HOST HIRE

TERMS & CONDITIONS

1) CONTRACT ACCEPTANCE

The contract is made between White Wire Entertainment or any of its subsidiaries and the person directly named on the booking confirmation form or the person accepting the booking via writing (including email).

2) DEFINITIONS

- WW is an abbreviation of White Wire Entertainment
- Staff or installer means any member of White Wire Staff
- Supplier means any third party White Wire Entertainment chooses to use for service delivery
- Client means the customer hiring equipment from White Wire Entertainment
- Contract means a contract of services between WW and the client

3) EQUIPMENT SUPPLY

The website images are for guide purposes only. WW will supply equipment as outlined in package details on website or better.

WW will always seek to supply the best equipment (possible) with their range to match the client's requirement.

4) EQUIPMENT SAFETY

White Wire or its suppliers shall supply only equipment that has been properly tested for safety.

A PAT certificate is available for inspection.

5) EQUIPMENT STORAGE

It is the responsibility of the client to ensure that the equipment is kept in a secure and dry environment throughout the hire period.

The client shall be held responsible for the theft or damage of equipment whilst it is in their care.

6) PUBLIC SAFETY

WW staff shall provide advice to the customer on the safe installation and use of the equipment.

If this advice is not provided by WW, the client must inform WW in writing **BEFORE** the first use of the equipment, otherwise, it shall be assumed by WW managers that the safety briefing has been given.

7) FEE PAYMENT – DEPOSIT

A deposit of 25% of the total booking fee is required to book any White Wire service.

The equipment and its hire period shall only be confirmed upon receipt of the required 25% deposit.

8) FEE PAYMENT – BALANCE

The balance must be paid in full prior to the start of the hire period. If paying via personal cheque, the cheque must be cleared prior to the start of the hire.

If paying via bank transfer or online payment, the payment must be made 24 hours prior to the start of the hire. If paying via cash, payment must be made prior to the start of the hire.

9) CANCELLATION BY CUSTOMER

- More than 8 weeks before the booking date = FULL REFUND
- 6-8 Weeks before the booking date = 75% REFUND (deposit only loss)
- 4-6 Weeks before the booking date = 50% REFUND
- 2-4 Weeks before the booking date = 25% REFUND
- Less than 2 weeks before the booking date = NO REFUND

10) COOLING OFF PERIOD

The client may cancel their event and receive a full refund if they cancel within 24 hours of paying their deposit. This is known as the cooling off period.

11) CANCELLATION BY WHITE WIRE

In the event that an event is cancelled by WW, a full refund shall be issued to the client, except for in the case of Royal Demise, National Mourning, Fire, Epidemic, War, Act of God, Strikes, lockout or by reason of order of any Licensing or Public Authority (together a "Force Majeure" event)

12) CANCELLATION – FORFEIT OF USE

When a booking has been formally cancelled, and that cancellation accepted by both parties, the client forfeits any rights to use that DJ / Equipment on that date, irrespective of deposits or cancellation charge paid or due.

13) STAFF CONDUCT & PRESENTATION

White Wire staff will act with the utmost courtesy and professionalism at all times and will dress in either WW attire or clothing suited to the clients event as agreed with the client.

14) SUPPLY OF DJ/HOST

White Wire will endeavour to supply the name and contact details of the DJ/Host to the client prior to the event.

WW reserves the right to substitute the DJ/Host up to and including the day of the event in the unlikely event of the named DJ/Host being unable to fulfil the event. In such cases, WW will always seek to provide an appropriate substitute.

15) MUSIC POLICY & REQUESTS

WW and the DJ shall always play to the taste of the client wherever possible. The DJ shall accommodate requests wherever possible.

16) PLAYLISTS AND SPECIALIST MUSIC

Playlists should be submitted to WW at least 7 days prior to the event and specialist (especially non-uk) music should be submitted 14 days prior to the event. WW will endeavour to deliver on as many requests as possible where the music is available.

17) VOLUME LEVELS

WW staff and DJ's will comply with any volume restrictions on venues. DJ's will accommodate volume levels requested by the client or persons attending the event provided they are in line with any restrictions that the venue may have in place.

18) CLIENT CONDUCT

It is expected that the client and their guests are courteous to WW staff and DJ's and behave in a manner that is considerate of the fact the DJ is in their working environment.

19) AGGRESSIVE BEHAVIOUR

WW DJ's and staff have the right to work in a non-threatening environment. Where a DJ or staff member is subjected to aggressive or abusive behaviour, they will follow the following process:

- i) Politely request the behaviour stops
- ii) Firmly request the behaviour stops
- iii) Request the client, person in charge of the event or security remove the offending party and give notice that if this request is not administered they shall themselves leave the event.
- iv) Leave the event without further notice. In the event that the DJ or staff member leaves the event due to aggressive/abusive behaviour, no refund will be given.

20) EVENT FINISH TIME

The DJ shall stop at the time instructed by the venue manager (this could also be the client). Encores may only be played if permission is granted by the venue manager.

21) EVENT EXTENSIONS

Un-booked extensions are charged at £80 per hour or £40 per half hour.

The DJ reserves the right to request any extension fees are paid prior to them extending the event. Any extension is subject to the venue manager providing permission for the extension.

22) REFRESHMENTS – DRINKS

Water or soft drinks must be available to the DJ, staff member or supplier for free of charge.

23) REFRESHMENTS – FOOD

Where a DJ, staff member or supplier is on site for over 5 hours (including building/dismantling of equipment, they should be supplied with an adequate meal (this can include joining the guests in a buffet).

24) PHOTOGRAPHY AND PUBLICITY

WW may take photographs of any event and persons attending the event and subsequently edit and use the images for publicity, promotion and demonstration purposes both online at www.whitewire.co.uk or on physical media such as posters, postcards and brochures.

25) VARIATION

If any of these terms and conditions is found to be invalid or unenforceable in whole or in part, this shall not affect the validity or enforceability of the remaining terms and conditions which will remain in full force and effect.

26) COMPLAINTS

Where a client wishes to make a complaint, all complaints must be made in writing and received by White Wire no more than 7 days after the event clearly stating the nature of complaint and where WW is deemed to be at fault.

27) LEVEL OF LIABILITY

In the unlikely event of unsatisfactory or incomplete performance, the liability of WW shall not exceed the individual fee payable for the specific service charged for that individual event on that date.