

<http://www.revolution-event-services.co.uk>  
Office: 01386 898 113 Email: [info@revolution-event-services.co.uk](mailto:info@revolution-event-services.co.uk)

### Definitions

**The Company** – Revolution Event (Services) Limited Trading as "Revolution Event Services Ltd"

**The Client** – The person(s) entering into the booking agreement or a third party acting on their behalf.

**The Quotation** – Document provided to the client, itemising products and/or services to be supplied.

**The Artiste** – The DJ or Performer provided by the company.

### Applicable to all bookings

- 1.1 To place a firm booking, the client must return a signed quotation, along with any booking fee requested, or full payment in the case of services to be supplied within 30 days. On request, equipment and/or services can be held provisionally for up to 5 days to allow return of an accepted quote. If no request is made, bookings will be taken on a first come, first served basis.
- 1.2 A booking is considered confirmed only once the company returns a confirmation document to the client.
- 1.3 The Company will install & remove equipment within the timescales specified on the quotation. It is the client's responsibility to ensure access to the venue and setup area is available during these times. Where equipment is delivered and left without a member of our staff, we will require a signature to confirm delivery has taken place.
- 1.4 Where delays to the setup or removal of equipment exceed 1 hour, at the discretion of the company, a charge of up to £20+VAT for each hour (or part-of) beyond this, will be payable on presentation of an invoice.
- 1.5 It is the client's responsibility to ensure the venue booked has adequate space available to set-up and load in equipment safely. We must be made aware of any difficulties such as sets of stairs or long walkways to carry equipment along. Failure to inform us of difficulties may mean we are physically unable to load equipment into your venue and charges for extra staff will be passed on to the customer and must be paid on presentation of an invoice. In the event that additional staff cannot be arranged, no refund will be made for services that we are unable to supply.
- 1.6 Where electrical items are to be supplied, the Client will provide access to a reliable, safe and a properly earthed single phase 240 Volt mains electricity supply with a minimum of 2 separate 13amp sockets outlets with a suitably rated and protected supply circuit that complies with the current I.E.E. wiring regulations. Should the electrical supply be deemed to be unsafe by the company the responsibility and costs of fault rectification lies solely with the Client.
- 1.7 For larger scale events, additional power may be required, which will be specified on the quotation.
- 1.8 In the event of structural, physical or technical deficiencies in a venue or its electrical supply spoiling the performance or operation of the equipment, the company will not be held responsible and no refund will be given.
- 1.9 The Client will provide adequate supervision of all guests and/or customers and/or staff at the venue and will be liable for any theft or damage to the company or artiste's equipment caused by said guests, customers, staff or the Client's nominated users of the equipment. The artiste and/or company reserve the right to terminate their services at any point should we feel that our personal safety or equipment is at risk.
- 1.10 Payment terms will be advised on the booking contract. Our standard payment terms are 20% at the time of booking with the balance due 14 days prior to any services being provided.
- 1.11 Payments can be made in the form of a cheque made payable to "**Revolution Event Services Limited**" or by BACS transfer to –  
**Co-Operative Bank** Sort Code: **08 – 92 – 50** Account No: **6833 1313**  
We also accept payment by all major debit & credit cards over the phone. A 2% surcharge will apply for credit card payments, no additional fee is charged for debit cards.
- 1.12 Credit accounts are available to trade clients only and granted solely at the discretion of the company. We will perform credit checks and take references. Please ask us for a credit application form, if required. For new clients, credit will not be granted for any services to be supplied within 30 days of the quotation acceptance – in this situation, payment terms are strictly payment with order.
- 1.13 In the case of overdue payments, we will charge late payment compensation and interest, in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.**
- 1.14 Failure to pay within agreed credit terms will result in the withdrawal of any trade discounts applied and an immediate hold on any services still to be provided. Services not supplied as a result of this will be treated as a cancellation and charges will apply in accordance with term 1.15.
- 1.15 In the event of the Client wishing to cancel a booking (or a booking being cancelled by us due to non-payment or overdue accounts), any booking fee that has been paid will be forfeited. Cancellation charges will be made as follows –
  - Notice given more than 90 days prior to event – None of remaining balance due
  - Notice given 90-61 days prior to event – 50% of remaining balance due
  - Notice given 60-31 days prior to event – 75% of remaining balance due
  - Notice given less than 30 days prior to event – 100% of remaining balance due
- 1.16 The Client/Promoter may adjust the fee pro-rata for any lost performance time that is the direct fault of the company. In the event of the company failing to provide the services agreed, the company shall be liable to compensate the Client/Promoter up to an amount not exceeding the agreed fee.
- 1.17 Whilst the company will use its best endeavours to attend at the function and provide a satisfactory service, should the company be prevented from doing so for any reason outside its control (including mechanical breakdown, equipment failure, sickness, adverse weather conditions, civil unrest or war) the company shall not incur any liability for its non-fulfilment provided the Client is informed at the earliest opportunity. The Client is advised to take out event insurance to cover this.

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#### **Artiste Bookings - Additional Terms**

- 2.1 The Company operates within the provisions of the Employment Agencies Act 1973 and the Conduct of Employment Agencies and Employment Businesses Regulations 2003, and we ensure where possible that all artistes have all appropriate licenses and documentation to allow their performance.
- 2.2 The Company will ensure the artiste is supplied with all information relevant to their performance, including, but not limited to, the names of key guests at the event, the setup, start and finish times, timings of key moments during the event, music requests and special dedications.
- 2.3 The Company will be responsible for paying the artiste on behalf of the client.
- 2.4 The artiste will arrive at the venue to setup equipment and perform, subject to the times agreed on the booking agreement. If the timings are changed, we must be notified in writing and additional charges may apply. If the artiste is prevented from starting at the agreed time due to delayed access to the setting up area, then no part refund will be given.
- 2.5 Should you require the artiste to perform beyond the agreed finishing time, this must be agreed with the artiste and payment made in cash, before any further performance is given. Our rates for non-agreed overtime are £60+VAT per hour (or part-of)
- 2.6 The artiste and his/her staff or assistants will conduct themselves in a proper and sober manner and will respond to the Client's requests as to the volume, situation of equipment, use of special effects and any other reasonable requests.
- 2.7 If the client is not satisfied with any aspect of the performance, this must firstly be reported to the artiste at the time of performance, to allow them to rectify the problem. If the client is still not satisfied, then complaints can be made in writing, up to 30 days after the event.
- 2.8 The Client/Promoter is responsible for ensuring that the venue is licensed by the performing Rights Society (PRS) for the playing of recorded music in public. Licenses for the playing of recorded music in public are only required for public events (private parties, wedding receptions and similar family occasions do not require such a license) most hotels and venues should have a PRS license, however it is the Client/Promoters responsibility to ascertain whether or not such licenses are required for their event or function and the responsibility for taking out such a license lies entirely with the Client/Promoter.

#### **Equipment Hire Bookings – Additional Terms**

- 3.1 The client is responsible for the hired equipment at all times during the hire period. The client guarantees that the hired equipment will not be damaged, misused or modified in any way and accepts liability for the cost of repairs or replacement should any of these occur to the unit. In the event of the equipment being lost or stolen during the hire period, the client is liable to reimburse The Company for the full cost of the items.
- 3.2 The equipment remains the property of The Company at all times during the hire period.
- 3.3 Dry hire (where equipment is collected and returned by the customer) or hire with delivery/collection only (where we do not setup or breakdown the equipment) is recommended for professional users only. In these instances, the client confirms that they have a working knowledge of the equipment being provided. Whilst we shall do our best to ensure your hire is problem-free, assistance in setting up of the equipment, or support for problems arising out of misuse cannot be guaranteed, particularly out of business hours.
- 3.4 Where installation of equipment is not carried out by The Company, the client understands that a risk assessment must be carried out at the location intended for use the hired equipment to identify and address any risks which may be present or likely to become present. The client is advised to have Public Liability Insurance cover.
- 3.5 For new customers, either a passport (accompanied by other proof of address such as a utility bill) or photo driving license will need to be shown when collecting the equipment.
- 3.6 The Company will not be held responsible for any damage, loss or injuries incurred due to misuse of the hired equipment or incorrect operation / installation of such.

E&OE.