Terms & Conditions and Booking Agreement

Southwest Discos Direct | Wedding DJ, entertainment and event hire

These terms apply to bookings accepted by Southwest Discos Direct ("we", "us", "our") from the person making the booking ("you", "the Client"). Your quotation and booking confirmation form part of this agreement. Please read these terms before confirming your booking.

1. Booking and confirmation

1. Please check that the event date, venue, timings, services and contact details on your quotation are correct. Tell us promptly if anything changes.

2. Your date is reserved only once we have accepted your booking and received a booking fee equal to 25% of the agreed total price. The booking fee forms part of, and is deducted from, the total price; it is not an additional charge.

3. Bookings may be confirmed through our online booking form, email or another written confirmation method agreed with us. Any changes to the services or price must be agreed in writing.

4. We provide a personal DJ service with John as described in the quotation. Where separately hired extras require specialist providers, we may use trusted third-party suppliers; we remain responsible for the services we have agreed to supply.

2. Prices, midweek offer and payment

1. A 20% discount is available on eligible wedding DJ package prices for weddings held Monday to Thursday, excluding bank holidays and school holidays. For clarity, "school holidays" means the published Gloucestershire County Council school holiday periods, including half terms, applicable to the event date. The discount does not apply to event hire extras, equipment hire or other services unless expressly stated in your quotation.

2. The midweek discount must be applied and shown on your quotation or booking confirmation. It cannot be combined with another offer unless we agree in writing. Eligibility is based on the actual event date; if that date changes, the price may be recalculated.

3. Multiple-hire package discounts may be offered at our discretion when two or more services are booked together. Any package deal or discounted bundle is based on the specific services, quantities, hire durations and arrangements shown in the accepted quotation. Once booked, the package cannot be altered at the original package price without our written agreement. If you request to remove, substitute or change any included service, we will provide a revised quotation, which may remove or change the package discount. No change or additional charge takes effect unless you accept the revised quotation. Your statutory rights are unaffected.

4. The remaining balance (normally 75% after the booking fee) is due no later than 7 calendar days before the event. We accept bank transfer and any other method stated in the invoice or agreed in advance. Use your event date or invoice reference with bank transfers.

5. You may make early or instalment payments. Any refund following cancellation will be determined under section 3 and applicable law; payments are not automatically forfeited merely because they were made early.

6. If a payment is overdue, we will contact you and provide a reasonable opportunity to resolve it. If it remains unpaid, we may suspend or cancel services in accordance with applicable law and recover sums properly due.

3. Cancellations and date changes

1. Please notify us of cancellations or date-change requests by email or in writing as soon as possible. We will acknowledge the request and confirm any applicable charges.

2. The 25% booking fee is paid to secure your date and is intended to be non-refundable from the time your booking is confirmed. We reserve your date exclusively and may turn away other enquiries. Any amount retained must be fair and proportionate to our actual net loss, taking account of work undertaken, costs saved and our ability to rebook the date. Your statutory rights, including any applicable cancellation rights, are unaffected.

3. If you cancel more than 30 calendar days before the event, no further cancellation charge will be made. The booking fee will normally be retained as described above, and any payments above the amount lawfully retained will be refunded. If you cancel 30 calendar days or fewer before the event, the full agreed booking price becomes our stated cancellation charge; however, we will only retain or recover an amount that fairly reflects our reasonable net loss, including costs saved and any replacement booking. Any excess will be refunded, and we will explain our calculation on request.

4. If you request a different date more than 30 days before the event, we will try to accommodate it without an administration fee where reasonably possible, subject to availability and any genuine additional costs. A new date is not confirmed until agreed in writing. If we are unavailable, the request may be treated as a cancellation under this section.

5. If we cancel because we cannot provide the agreed service, we will offer an appropriate alternative if available or refund payments for services not supplied. This does not affect any other legal rights you may have.

6. Neither party is responsible for a failure caused by events genuinely outside its reasonable control to the extent permitted by law. We will communicate promptly and discuss practical alternatives, including postponement or a refund where appropriate.

4. Venue, access and timings

1. You are responsible for confirming the venue address, event schedule, relevant permissions, safe access, loading arrangements, parking and sufficient space for the equipment booked. Tell us about stairs, lifts, restricted access, long carrying distances or other unusual conditions before the event.

2. Unless otherwise agreed, allow approximately 60 minutes before the agreed start for set-up and 60 minutes afterwards for dismantling. Larger packages or complex access may require longer; we will advise you.

3. You or the venue must provide a safe, suitable electrical supply and a firm, level, dry location for equipment. Outdoor and marquee bookings require suitable weather protection and safe flooring.

4. The venue is responsible for its own licences and legal compliance. You must make sure our services are permitted under venue rules and that any noise or curfew restrictions are communicated to us.

5. If venue access or circumstances beyond our reasonable control delay the start, the agreed finish time will normally remain unchanged. Additional performance time is subject to availability, venue permission and an agreed extra charge.

5. Safety, conduct and equipment

1. We will use appropriately maintained equipment and follow applicable health and safety requirements. Evidence of public liability insurance and relevant electrical safety checks can be supplied on request.

2. Guests, including children, must not handle, move or interfere with equipment unless expressly permitted by our staff. Children must be appropriately supervised by their parent, guardian or responsible adult.

3. We may pause or stop a service where there is a serious safety risk, threatening or abusive conduct, unsafe conditions or likely damage to equipment. Where practical, we will explain the concern and allow it to be remedied. Charges or refunds will depend on the circumstances and applicable law.

4. You are responsible for reasonable repair, cleaning or replacement costs for proven loss or damage caused by you or guests for whom you are legally responsible, except for fair wear and tear or damage caused by us. We will

provide reasonable evidence and a breakdown of costs. We will not automatically charge full new replacement value where a repair or fair depreciated value is appropriate.

5. Please keep drinks, food, candles, flames, sharp objects and decorations off our equipment. Report spills or damage promptly. No signs, banners or other items may be attached without permission.

6. Catering, food hire and additional services

1. If you book a DJ for an extended or all-day service, please arrange reasonable access to drinking water and, where agreed in advance, a suitable meal. Any specific catering requirement will be recorded in the booking confirmation.

2. For popcorn, candyfloss or other food-related hire, please inform us in advance of relevant dietary or allergy concerns. Ingredients may contain allergens or be prepared in environments where cross-contact is possible. We will provide ingredient or allergen information available to us; customers should not assume products are allergen-free.

3. Do not add your own ingredients, flavourings or consumables to our catering equipment without our written agreement. Follow any operating and safety instructions given with hired items.

4. Specific hire durations, inclusions, delivery, collection, staffing and any third-party supplier arrangements will be as stated in your quotation or booking confirmation.

7. Responsibility and liability

1. We will provide the agreed services with reasonable care and skill. Nothing in these terms limits or excludes liability that cannot legally be limited or excluded, including liability for death or personal injury caused by negligence, fraud, or your statutory consumer rights.

2. We are not responsible for problems caused solely by incorrect information you provide, venue restrictions we were not told about, or circumstances outside our reasonable control, but this does not remove our responsibility where we are at fault.

3. If an individual term is found unenforceable, the remainder of the agreement will continue so far as legally possible. These terms are governed by the laws of England and Wales; your legal rights to bring a claim are unaffected.

4. We will first try to resolve complaints directly and promptly. Nothing requires you to give up access to the courts or to accept compulsory arbitration.

8. Acceptance and contact

1. By confirming the booking, you acknowledge receiving these terms and the quotation and agree to the services, price, dates and payment schedule shown. Any applicable statutory cancellation rights remain unaffected.

2. Questions or cancellation notices: Southwest Discos Direct, telephone 07399 507168. Use the email address shown in your booking correspondence for written notices.

Booking confirmation

Client name: _____ Event date: _____

Venue: _____

Services / package: _____ Agreed total: £_____

25% booking fee: £_____ Remaining balance: £_____

Client signature (or online acceptance): _____ Date: _____

Important: This is a professionally redrafted working contract, not a solicitor-certified legal document. In particular, cancellation fees, consumer cancellation rights and school holiday definitions should be checked against your booking process and reviewed by a UK solicitor before publication.