

1. Booking Conditions

1.1) All bookings are subject to the terms and conditions set below.

1.2) We will require adequate time for the installation and dismantling of the equipment. This amount of time will depend on the type of event, access and amount of equipment required. If the Client (you) or Venue has special requirements for setting up/disassembly times or times of access, the Client must provide these details to us prior to the booking, or additional charges may be made. Wherever possible, we will visit the Venue prior to quoting in order to estimate the time/work/equipment required. Please bear in mind that if there is not sufficient time to do this, or if the distance, opening hours of the venue or other matters prohibit this, then we must rely on information given by you in providing a Quotation.

1.3) Both Light up your Venue and client offer assurances that no previous bookings exist with other clients/companies that would affect the booking.

1.4) If the Client has another booking which results in the cancellation of the contract, cancellation costs in Paragraph 2 do not apply and the full payment is required.

1.5) If we had another booking that results in the cancellation of the contract a full refund will be given. However, Light up your Venue warrants that we will attend any booked event to the best of our ability. Only under exceptional circumstances (such as illness), work may be sub-contracted, but only to known people with proven credentials.

1.6) We will be in attendance at the venue in good time to set up for the event. However, if we are prevented from setting up by the late running of the event, the client agrees that the same amount of setup time is still needed, and any consequent late start to the setup will not be the responsibility of Light up your Venue.

2. Payments

2.1) Booking fees can be made in Cash or via PayPal or direct bank transfer.

2.2) If any payments are not received by the due date, we may refuse to attend the event, and full payment will still be required, as this will be considered a breach of contract. We may, at our discretion, allow a time to pay, but this is exceptional and must be agreed before the commencement of the event.

2.3) All fees must be paid in full 4 weeks prior to your event.

3. Deposits, Cancellations and Postponements

3.1) In the event of the client wishing to cancel or postpone the event for any reasons after the booking has been made, the minimum amount to be charged is 20% (non-refundable deposit) and within 28 days of the booked date we will charge the entire fee agreed at time of booking. You must notify us as soon as possible of any changes or cancellations.

3.2) If the cancellation or postponement is made less than 14 days before the event, the entire fee will be non-refundable. This is because it is unlikely we will receive a replacement booking at such a late date. However, if we were to take another booking we will always refund at least 50%.

3.3) At our discretion, we may agree to alter the date of the booking, such replacement date to be within 3 months of the original booking date, and subject to being available on the replacement date.

4. Conduct and Security

4.1) You will ensure that the audience/guests and anyone other than our team conduct themselves in a proper manner. We will not be held responsible for any actions, behaviour or damage caused by those attending the event, under any circumstances.

4.2) Our team will conduct themselves in a proper manner throughout their attendance at the venue, and will respond to your requests (unless in breach of any laws or venue requirements/restrictions) as to positioning of equipment, and any other reasonable requests.

4.3) Often, we will take photographs or video footage of events, to be used in promotional materials. If you, object to this, please notify us before the date of the event. Copies of photographs and videos, if possible, may be obtainable from us – please ask for details.

4.4) You will be held responsible for any theft or damage of any equipment belonging to us caused by anyone other than members of our team. You will be responsible for any costs to repair or replace the damage.

4.5) We will not be held responsible for damage to the venue caused by our equipment. We must be notified of any potential problems.

5. Health & Safety

5.1) It is solely the responsibility of the client to ensure the Venue complies with Health & Safety, and holds all necessary certification, Public Liability Insurance, Public Performance Licences, etc.

5.2) We will ensure our equipment fully complies with all the relevant Health & Safety legislation regarding the equipment and personnel.

5.3) The Client is responsible for ensuring that the venue can provide a safe and practical area in which we can set up and operate our equipment. The bare minimum power requirement is two 13Amp sockets, preferably on a separate and on an unloaded circuit. For most venues, this is adequate; however, for very large venues different requirements may be necessary.