



Terms & Conditions

2024/25

1. Introduction

These Terms and Conditions (the "Terms") govern the provision of mobile disco and live event services (the "Services") by Premier Event Solutions Limited (referred to as "the Company," "we," "us," or "our") to our customers (referred to as "the Customer," "you," or "your"). By engaging our Services, you agree to be bound by these Terms and any applicable laws and regulations. Please read these Terms carefully before booking our Services.

2. Booking and Deposit Payments

- 2.1. Booking Confirmation:** To secure our Services, a booking confirmation must be issued by the Company. This confirmation will outline the details of the event, including the date, time, and location.
- 2.2. Deposit:** A non-refundable deposit is required to confirm your booking. The deposit amount will be communicated to you at the time of booking and may vary depending on the scope and scale of the event.
- 2.3. Payment:** Payment of the deposit can be made by the methods specified by the Company. Full payment of the deposit is due within 7 days of receiving the booking confirmation. Failure to make the deposit payment within this period may result in the cancellation of your booking.

3. Cancellations

- 3.1. Cancellation by the Customer:** If you wish to cancel your booking, you must notify us in writing as soon as possible. The following cancellation policy applies:
 - Cancellations made 7 days or more before the event: The deposit is non-refundable.
 - Cancellations made less than 7 days before the event: The full fee is payable.
- 3.2. Cancellation by the Company:** In the unlikely event that we need to cancel our Services for reasons beyond our control, we will notify you promptly. In such cases, any payments made by you will be refunded in full.

4. Overtime and Additional Fees

- 4.1. Overtime:** If the event exceeds the agreed-upon duration, additional charges for overtime will apply. Overtime rates will be communicated to you in advance.
- 4.2. Damage:** The Customer is responsible for any damage caused to our equipment or property during the event. The cost of repairs or replacement will be charged to the Customer.

5. Insurance and Safety

- 5.1. Insurance:** We maintain Public Liability, Employer Liability, and Equipment insurance. Copies of insurance certificates are available upon request.
- 5.2. PAT Certificates:** We can provide Portable Appliance Testing (PAT) certificates for our equipment upon request.
- 5.3. Venue Requirements:** The venue must provide easy access for load-in and a suitable power supply for our equipment. Any additional costs incurred due to inadequate access or power supply will be the responsibility of the Customer.
- 5.4. Performance Licences:** It is the responsibility of the venue to hold the correct performance licences for the event. If the venue does not possess the necessary licences, it must inform us in advance, and an additional licence fee may be required.

6. Staff Abuse

We do not tolerate abuse or mistreatment of our staff in any form. We reserve the right to cease our Services without a refund if our staff are subjected to abusive behaviour.

7. Force Majeure

- 7.1. Definition:** Neither the Company nor the Customer shall be deemed to be in breach of these Terms or otherwise liable to the other party for any delay in performance or non-performance of any obligation under these Terms to the extent that the delay or non-performance is due to a Force Majeure Event.
- 7.2. Force Majeure Event:** A "Force Majeure Event" refers to any event or circumstance beyond the reasonable control of the affected party, including, but not limited to, acts of God, natural disasters, fires, floods, wars, riots, acts of terrorism, strikes, labour disputes, governmental regulations or restrictions, and any other event or circumstance that makes it impossible or commercially impracticable to perform the Services.
- 7.3. Notification:** In the event of a Force Majeure Event, the affected party shall promptly notify the other party in writing, providing details of the event or circumstance causing the delay or non-performance and the expected duration of the impact.
- 7.4. Effect:** During the period of a Force Majeure Event, the affected party's obligations under these Terms shall be suspended, and the time for performance of those obligations shall be extended for a period equal to the duration of the Force Majeure Event. The affected party shall make reasonable efforts to mitigate the impact of the Force Majeure Event on its performance.
- 7.5. Termination:** If a Force Majeure Event continues for a period exceeding 7 days and substantially affects the performance of these Terms, either party may choose to terminate the Agreement by providing written notice to the other party. In such case, neither party shall be liable for any further performance or obligations under these Terms, and any payments made by the Customer for unperformed Services shall be refunded.

8. Governing Law

These Terms and all contractual relationships between the Customer and the Company are governed by the laws of the United Kingdom. Any disputes arising from or related to these Terms, including those related to Force Majeure, will be subject to the exclusive jurisdiction of the courts in the United Kingdom.

9. Contact Information

If you have any questions or concerns regarding these Terms and Conditions, including the Force Majeure clause, please contact us at:

Premier Event Solutions Limited
25 Kiln Close, Stockingford, Nuneaton, CV10 7GN
info@premier-events-ltd.co.uk

By engaging our Services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions, including the Force Majeure clause, in their entirety.

(u) In signing the contract, I agree that I have read the Terms and Conditions of hire and acknowledge booking details contained herein are correct.

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