



CJ Entertainment Hire – LOVE Letters

Terms & Conditions

1. This contract reflects the verbal agreement. It shall include any terms agreed prior to its issue. By reading and signing to these terms and conditions, you agree that you are making a booking and entering into a contract which carries your acceptance, in full, of the booking terms.
2. We reserve the right to adjust or amend the terms and conditions as necessary without prior notice
3. The customer must be present upon arrival to ensure they are happy with where the equipment is going. If the customer isn't present, the CJ Entertainment Hire Team will setup where appropriate
3. Deposit fee: you agree to our deposit fee of £10 which is non refundable. This is payable in advance to secure the letters. The deposit fee is deducted from the total payable amount.
4. The Balance should be paid either by cash, bank transfer or PayPal to CJ Entertainment Hire once equipment has been set up.
5. Force Majeure - CJ Entertainment Hire will not be liable for failing to attend a booking, where the reason for non-attendance or late arrival is caused by adverse weather conditions (including Snow & Flooding), road closure, road traffic accident, fuel shortages, acts of terrorism, industrial action, or other unavoidable circumstances deemed beyond our control.
6. The hirer will appreciate that suitable time for venue access, safe installation and dismantling and safe removal of equipment from venue is required. Therefore, the hirer and venue will allow suitable time for the installation and dismantling and removal of equipment (up to 15 minutes each side of the booking times). Please note: CJ Entertainment Hire shall not be liable for any additional charges levied to the client by the venue in relation to equipment assembly / removal timescales.
7. The hirer agrees that there is sufficient and secure parking for our vehicle whilst unloading/loading and once unloaded. We will not accept any responsibility for parking fines/fines for unrestricted access whilst unloading/loading.
8. We require a minimum area of 2.5m wide.
9. CJ Entertainment Hire agree to provide proof of Public Liability Insurance and certifications as required by the venue or client.
10. The hirer agrees to provide adequate supervision of guests and will ensure that venue management adequately supervises customers and or staff on site premises. Please note: Where the function may include guests under the age of 16 years, the client, (or parent) is responsible for the behaviour and safety of any minors attending the venue. The client will provide and maintain adequate adult supervision at all times.
11. The hirer agrees that compensation for any loss of or damage to the equipment, vehicle(s) or personal belongings caused by hirer's guests, venue customers and or venue staff may be sought including any additional costs.
12. We will not be liable for any refund, in part or whole, where 'we' are late accessing the venue and setting up purely because of earlier events over-running, or where 'we' are prevented from accessing, setting up or



providing our professional services by the venue management. Neither will the DJ be obligated to provide an extension to the agreed timescale on a pro-rata basis in these circumstances.

13. **CANCELLATION POLICY** - Deposits are not refundable unless our vehicle has a breakdown, equipment failure or staff shortages. We will not give refunds for lack of space, wrong surface types or public land (unless given written permission). If you cancel your booking with more than 7 days notice from your booking date, you will lose your deposit. Any cancellations made within 7 days of your booking date, 50% of the balance will be due. Any cancellations made up to 5pm on the day before your booking date, 75% of the balance will be due. If you cancel your booking on the day of your event, 100% of the balance will be due to compensate for any losses.

14. It is the Hirer's responsibility to ensure no food or drinks are placed on the LOVE letters at any time. If any spillages do occur on or near the LOVE letters, these need to be wiped up with a damp clean cloth immediately.

15. Climbing or sitting on the LOVE letters is prohibited. Any breakages to equipment will result in a £100 fine per letter.

16. The Hirer is responsible for ensure the LOVE letters do not get moved from one location to another whilst out on hire. Relocating the LOVE letters should be carried out by CJ Entertainment Hire staff only. A request for relocation should be made prior to your event where a charge may be applicable.

17. CJ Entertainment Hire accept no responsibility for any injuries or accidents that occur when guests or the client offer to help carry and load equipment. We will always initially decline any assistance and never expect guests to help.

18. When completing the online booking form, the client agrees to the price paid at the time of booking. If however CJ Entertainment Hire staff arrive at the venue or delivery address and find that additional charges should apply, these charges will be put in place. This can be for instance if there are steps towards the venue and that hasn't been mentioned at the time of booking. Or if there are charges for parking, this would also apply.

Name of Person Booking

Signature

Date

Venue Address

Drop off Time

Collection Time

Grand Total ...£.....

Deposit ...£.....

Outstanding Balance and Payment Method..£...../Cash/Paypal/Invapay/BACS/Other