



DJ Ollie Clarke & Stourbridge LED Dancefloor's Terms and Condition's

1.Booking DJ Ollie Clarke and our Service's.

To book DJ Ollie Clarke a deposit of the set amount in the booking contract need's to be paid.

1.2 Booking Confirmation.

Once we have received the deposit this will now confirm the booking and package agreed, we will then send out an email with your Booking Confirmation and update any payments received.

2. Damage or stolen goods

In the event of any damage caused by your guests to our equipment or materials provided by DJ Ollie Clarke , the booker shall be liable to pay in full for the repair or replacement cost of equipment and the hire of necessary equipment or materials during repair work.

3. Venue Conditions & Limitations

In the unfortunate situation DJ Ollie Clarke arrives at your venue and it is not suitable for installing equipment we can refuse to setup and no refund or full balance will be given.

3.1

If installing electrical equipment such as our LED Dancefloor on wet or damp floors we will refuse setup.

4. Venue Access & Parking

4.1 Safe Access

DJ Ollie Clarke requires safe access to the building while loading equipment into the venue. If we feel the access is unsafe we can refuse setup and no refund will be made.

4.2 Upstairs

If any equipment with our services must be taken into a venue that is raised or above ground with floor any steps, stairs or ramps, we charge an additional service for this. This would be included in the quote if we know the venue.

If you fail to inform DJ Ollie Clarke your venue or building is raised or above ground floor you can be liable to a £50 charge. This must be paid to us on the same date as the event, we can take payments cash or bank transfer. This must be paid before we unload the equipment.

4.3 Parking

We do require a parking space whilst unloading / loading equipment, if the venue has a parking charge please let us know before the event.

4.4 Setting up and Packing away Times

Time is required before the event to bring equipment in, assemble and test before getting ready. Minimum of 1 hour before performance starting time depending on access.

Time is required immediately after the event to disassemble and remove equipment before leaving. Minimum of 40 minutes (ideally 1 hour) depending on access.

5. Violence & Abuse towards our DJ

In the unlikely event DJ Ollie Clarke takes violence & abuse towards DJs & Staff very seriously. If any violence & abuse is made during the event from you the booker or guests, DJ Ollie Clarke has the right to suspend the event until resolved. If not resolved then the booking may be terminated no refund will be made if this happens. Further action could be taken.

6. Cancellations

Please keep your contact details up to date with ourselves

Your full balance must be paid on or before the agreed date on the contract we send out.

If no payment or communication has been made DJ Ollie Clarke has the right to cancel your event.

7. Full Balance not paid

Your full balance must be paid on or before the agreed date in the Contract / Confirmation, if no payment is made DJ Ollie Clarke has the right to cancel your event without notice and take another booking.

7.1 Are my payments I have made refundable if I cancel my event

No Deposits are refundable unless cancelled by DJ Ollie Clarke. Deposits are used for admin work such as writing up confirmation letters, holding and securing your date, & time spent communicating and working with you the client.

If you cancel within 28 days of your event no refund will be made.

8. Timings

Timings are very strict and must be kept to once booked. If timings are changed at last minute to suit the venue or other change of plans, we may not be able to change ours. If we are not able to change our timings for the day, unfortunately service booked in will not be carried out and no refund will be given. (For example if a dancefloor hire is booked and confirmed for a morning install and changed to evening install and we are unavailable at this time, service will not be carried out or must keep to as original otherwise no refund given.)

9. LED Dancefloors

Installing starlit dancefloors must be used for indoor use only or inside a professional marquee with boarded flooring which must also be carpeted. We will refuse to setup a starlit dance floor on grass or any outdoor uneven surface. If DJ Ollie Clarke / Stourbridge LED Dancefloors arrives at venue with these limitations no refund of full balance will be given.

9.2 You and your guests must not spill any sort of liquid onto our dance floors, this includes drinking whilst dancing. If you or one of your guests spill a drink onto the dancefloor and leaks in between a panel and causes a copper connection to malfunction, spark, burn venue carpet or at worse cause a fire DJ Ollie Clarke will not be held responsible for this issue. This also includes liquid spilling onto the dancefloor power supply.

9.3 Foil Confetti (Banned)

YOU MUST NOT USE FOIL CONFETTI ON OUR LED DANCE FLOORS. Foil confetti can cause power problems with our led floors, this is because foil can conduct electricity. If foil confetti get stuck inside a copper connection this could cause a malfunction or sparks. If any sparks occur during use, you must switch off the dance floor.

9.4 Coloured Foil Confetti (Banned)

YOU MUST NOT USE COLOURED FOIL CONFETTI ON OUR LED DANCE FLOORS. Using coloured foil confetti will stain our dance floors along with the venue's furniture and carpet! If we find you have used foil confetti you will be charged a cleaning bill. Sometimes the stain does not remove, if the staining does not remove from a dance floor panel you will be charged full price of a dance floor panel.

9.5 Paper confetti (Notice)

Paper confetti is allowed on our dance floors. Paper confetti does not stain furniture our dance floor panels or conduct electricity.

10. Unforeseen Circumstances

If any unforeseen circumstances take place during your event refunds may be given and refund amount will be discussed with you. If we feel a refund is not necessary, no refund will be given.

11. Weather Conditions

If extreme bad weather conditions such as snow, floods or wind are taking place during the date of your booking and we cant make your event no refunds will be given

12. Complaints

We deal with complaints very seriously. If you wish to file a complaint to us you can do by emailing bookings@djollieclarke.co.uk A member of staff will email you back within 3 working days. Please note, this is the only way we respond to complaints, and hopefully resolve your issue.

13. Terms & Conditions

14. Pictures by DJ Ollie Clarke may be taken for marketing and social media purposes.

You the booker automatically agrees to these booking terms once deposit has been paid to DJ Ollie Clarke

DJ Ollie Clarke reserves the right to change terms & conditions at any time and you the booker agree to accept any update to them.

Last Updated: 16/4/2024



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