

## Terms and Conditions

By paying the deposit for the DJ services provided by **Melbourne DJ Services** (hereafter referred to as "DJ Service Provider"), the customer acknowledges and agrees to the following terms and conditions:

| Deposit Payment terms   | Refund (Packages Purchased)  | Some Other Important Information  |
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| <p>We require a minimum deposit of \$100.00 of your requested package to confirm your booking. We cannot guarantee your reservation until your payment has been received.</p> <p><b>Important:</b> All Deposits are <b>strictly non-refundable</b>. All quotes will be held for up to 7 days. We reserve the right to release the booking if the deposit confirmation has not been received by then.</p> <ul style="list-style-type: none"> <li><b>Please note</b>, all bookings are on first come, first serve basis unless agreed upfront with the clients. While securing a booking, please ensure to understand this payment is non-refundable.</li> </ul> <p><b>Payment for the Balance</b></p> <p>For paying your Invoice, we accept the following methods:</p> <ul style="list-style-type: none"> <li>Cash (To be paid prior to event commencement)</li> <li>Bank Transfer (All Balance to be cleared 2 weeks prior to the event)</li> <li>PayPal &amp; Credit Cards (All bookings and final payment can be paid via all major Credit card you will be charge 3% of the total transaction)</li> <li>All overdue payment within 4 weeks after the event date will be referred to collection agency. All agency and legal cost will be on client's disposal.</li> <li>Early Setup / Add-ons /Venue Requirements /Parking</li> <li>The clients will be charged for any additional equipment and venue requirements (outside of the quoted inclusions). Please ensure to discuss all venue/event requirements upfront while confirming the booking.</li> </ul> <p><b>Callout Fee/Meetings</b></p> <p>A \$100 callout fee /hr (+ travel cost) would be applicable If you require the DJ/Staff to visit the venue prior to the booking date/time.</p> <p>We offer 1:1 consultation via phone/webex. In person meeting (for MC services only) can also be arranged (in Mulgrave) based on availability.</p> <p><b>Our Liability</b></p> <p>During execution of services, the DJ SERVICE PROVIDER will not be responsible for:</p> <ul style="list-style-type: none"> <li>Any personal injury, including sickness and death resulting from 3rd party suppliers/venues actions.</li> <li>Property damage. Or breach of an obligation of confidence or privacy, whether under this Agreement or otherwise.</li> <li>fraudulent acts or omissions;</li> <li>wilful misconduct or unlawful act or omission.</li> <li>breaches of logical or physical security.</li> <li>loss or corruption of Data.</li> <li>infringement or alleged infringement of the Intellectual Property Rights or any other rights of any person, including any third party</li> <li>DJ SERVICE PROVIDER will not be responsible If the venue is in breach of any compliance /legal such as lack of liquor licence and sound restrictions.</li> </ul> | <p>Melbourne DJ Services will offer partial refund for all payments paid (minus the deposit) for the services or packages purchased/reserved from DJ SERVICE PROVIDER if:</p> <ul style="list-style-type: none"> <li>A customer cancels the service purchased /event and requests a refund at least 8 weeks in writing before the scheduled event/service purchased.</li> <li>We reserve the right to charge an administration fee to cover our reasonable costs in respect of your booking if you cancel your event and inform us 8 weeks in prior to the event date.</li> <li>Otherwise, <b>DJ SERVICE PROVIDER</b> will only offer full refund for all services the Company offers due to non-performance of the services that is not due to any fault of the customer/client who purchased the service.</li> <li>As we project our booking in 3 weeks window. There will be no refund available if the booking is cancelled within 21 days of the event.</li> <li>There will be no refund available after execution of our Services. However, DJ SERVICE PROVIDER may offer repeat service at a discounted rate in exceptional circumstances, as deemed appropriate by the provider (i.e., DJ SERVICE PROVIDER)</li> <li>If you are not happy with the performance of our djs you may be offered credit towards your next booking. However, no refunds will be issued.</li> </ul> <p><b>Photos/social media</b></p> <ul style="list-style-type: none"> <li><b>Photo Usage:</b> We love capturing great memories and moments during your event to showcase our work and services to future clients. We may use these photos on our website, social media accounts, and other marketing materials. By booking our DJ Service, you agree to allow us to use these photos for promotional purposes without compensation. You also waive any rights or claims to these photographs.</li> <li><b>Customer Notification:</b> We love to showcase photos of our past events to help future customers get a better idea of what we can do. We also understand that not everyone wants their photos used for promotional purposes. If you have any objections, please let us know in writing before the event. We will do our best to ensure that no photos of you are used for marketing and promotional purposes.</li> </ul> | <ul style="list-style-type: none"> <li>Customised playlist does includes the preferred genres/special songs selected by our clients. To ensure our music reflects the ambiance of the night, our dj's may also gauge the crowd and play accordingly.</li> <li>Package Pricing based on continuous set playtime.</li> <li>All Package Pricing are valid till 30 July 2023, Melbourne DJ Services reserves the right to update pricing to align with market demand.</li> <li>Travel Charges will apply if the venue falls outside 30 KMs of Mulgrave (Provider Address)</li> <li>While making a booking please discuss upfront If you have any guest or patron who suffer epilepsy/ photosensitivity, or any medical condition related to sound and lighting. During the execution of our services, we will not be responsible for any incidents if the guests / venue patrons' photosensitivity or epileptic or any other sound or light related medical conditions not discussed forehand prior to commencement.</li> <li>We arrive at the venue between 45 mins – 55 mins of event commencement. Additional fees will be charged If you require our Djs to start or setup any earlier than the above window.</li> <li>At the time of booking, please ensure to discuss any compliance requirement by the venue such as SWMS diagram, Public Liability, Iso certification, Test Tagged equipment etc. We reserve the right to amend the pricing/ cancel the booking if these details are not discussed upfront at the time of booking.</li> <li>We reserve our rights to amend the pricing if the venue requires additional logistics actions (such as parking in a different location, limited loading docks window, limited parking) or any additional parking fee.</li> <li>All our staff and Djs are friendly, and we do not accept any aggressive, abusive, or violent behaviour from anyone under any circumstances. We also reserve the pause/terminate the playtime session if such event arises.</li> <li>DJ will comply If any sound requirements are discussed upfront, we will ensure to meet those requirements in agreement with the Venue/Staff</li> </ul> |