

# TERMS & CONDITIONS

## GENERAL

- a) On receiving this agreement, cancellations are only accepted in writing by post.
- b) If you cancel you will lose all reservation fees paid to Motiv-8. (except item F)
- c) If you require a reservation fee receipt please send an addressed envelope (no stamp required) with your reservation fee. (Receipts are sent automatically when your e-mail address is held on our system.)
- d) We will need a sturdy table for our use.
- e) Motiv-8 will be completely self sufficient, and no additional hardware will be needed. (other than item D)
- f) Sorry, but reservation fees are non-refundable. However if your function is cancelled through bereavement, your reservation fee will be off set against a re-booking for the same type of function. If the person(s) celebrating have passed away then a full refund will be re-paid.
- g) If we are told "or made" to place equipment which would obstruct a fire exit or other main doorway or there is inadequate space for our equipment to be setup - We will not to set-up any of our equipment. (please call for setup space dimensions.)
- h) The customer shall not be entitled to withhold any payment on the grounds that it has a claim, or a counter claim set off against Motiv-8.
- i) The customer agrees to pay all payments before due dates as written on the contract. Failure to do so, your booking with Motiv-8 will be treated as a cancellation.
- j) If suitable changing room facilities are not available, we will wear the clothes we arrive in while on stage. (toilets are not considered as changing rooms)
- k) No credit & debit card payments will be taken until contracts have been signed.
- l) No Card payment details are held on our system. PDQ terminal receipts are posted to you or shredded if you ask.
- m) In the unlikely event of total failure or cancellation of the contract by Motiv-8, liability shall be limited to a refund of all monies paid.
- n) If damages should occur to Motiv-8's projection systems (screen, projector, stands) through misuse by your guests, staff or clients, the replacement costs will be borne by the customer.
- o) We require free parking. Parking costs will be charged separately.
- p) The conditions shall be governed by and constructed in accordance with English law and the Customer submits to the non-exclusive jurisdiction of the English Courts.
- q) Our entertainers do not tolerate abusive or threatening behaviour. If such behaviour should occur from any of your guests or other entertainers for whatever reason we reserve the right to CLOSE the entertainment. If no help is given to diffuse the situation we will finish and pack away the equipment for our own safety and protection.

## DISCOS

- a) Once the equipment is set-up, please let us know when to announce the buffet/meal and when to start with the first tune. Thanks - this is essential at weddings.
- b) Setting off exploding balloons – If your balloon person is unavailable and we are asked to do this task - will not be held responsible if the balloon is exploded at the wrong time. As a suggestion, ask to have the balloon wired behind the bar. (During the 1<sup>st</sup> dances the bar staff are quiet.)
- c) Motiv-8 does not play rude music.
- d) Do not e-mail or send hand written music request lists – Please use the on-line client request area. Your requests will be electronically cross-matched and your requests copied to a memory stick, guaranteeing your selections will be available. Also include your first dances if applicable. Hand written requests will be treated as suggestions.
- e) Motiv-8 do not offer an open microphone service to guests wanting to sing to the normal disco music. Our karaoke option is available with professional backing tracks for this purpose.
- f) If on the day the customer asks us to stop playing or no longer requires our services for whatever reason – The customer will not be entitled to any refund in any part or form from Motiv-8.
- g) Except for December, our disco service will finish no later than 12:30am. 1:00am during December.

## KARAOKE

- a) If any damages should occur to our karaoke equipment through misuse (e.g. microphones being swung, or thumped on the top, etc.) by your guests, the replacement costs will be borne by yourself.
- b) Our karaoke song repertoire is available on the internet at: [www.motiv-8.co.uk/karaoke.html](http://www.motiv-8.co.uk/karaoke.html)

## RACE NIGHTS

- a) If you fail to e-mail a typed copy of your Race Card in excel, word or standard text format 24 hours before the event, we will be unable to display your race card on screen - which also enables visual advertising for your race sponsors. Please do not fax race cards.
- b) If using traditional tote tickets betting must be a minimum of £1.00. (N/A for "fun money" events or if using our thermal tote printing system.)