

TERMS OF BOOKING



The following contains all the terms that will be outlined in any contract that we issue and also some useful information to help you choose the most suitable line-up for your occasion.

If you have a question or are unsure about anything, please do let us know by email or you can call on +44 (0) 330 223 1394.

1) APPROPRIATE CHOICE OF BAND SIZE

Here are a few things that are worth considering when choosing which sized band is suitable for your occasion:

VENUE CONSTRAINTS

Does the venue have a noise (decibel) limiter present or any other rules set on noise levels? If so, please let us know as it could render a performance from certain line-ups very problematic (or in certain cases impossible) – see more below.

ACOUSTICS OF THE VENUE

If you are still choosing your venue and are set on booking one of our larger line-ups, it's worth considering the acoustics of the room in which you intend to have the band perform. Big open halls with high ceilings and wooden floors tend to reverberate quite uncontrollably and can mean that a large band will sound much louder than it would in a more acoustically friendly space. We generally can make the 5-9 piece bands work well in pretty much any acoustic, but the sheer size of a 12-14 piece line-up can make controlling the level of sound in a very lively acoustic quite challenging!

PERFORMANCE SPACE

All line-ups are happy to set up on the floor or on a raised stage. These are our space requirements:

6 Piece Band: 5m x 3m (WxD)

7 Piece Band: 6m x 3m (WxD)

9 Piece Band: 6m x 3.5m (WxD)

10 Piece Band: 6.5m x 3.5m (WxD)

12 Piece Band: 7.5m x 3.5m (WxD)

13 Piece Band: 8m x 4.5m (WxD)

14 Piece Band: 8m x 5m (WxD)

NOISE LIMITERS / RESTRICTIONS

A noise limiter is a device that bands/DJs are required to plug all of their equipment into - there is a microphone in close proximity to the performance area which monitors the volume of the

band/DJ in the room and if the volume exceeds a certain level, it will cut the power supply switching everything off. As you can imagine, this can be rather disruptive to the performance!

Firstly, it's important to say that we aren't in the business of deafening our audiences! There are inexperienced bands out there who aren't used to balancing carefully and can often end up being far too loud for most wedding venues (and everyone's hearing in general!). However, with any live band, you do need a certain amount of volume/level to give the performance energy. We pride ourselves on a very high quality. If the band have to 'play down' from their normal level, the energy is lost and the whole show can suffer as a result. Indeed, some noise limits are so restrictive that, in our opinion, the space is rendered rather unsuitable for a live band to perform at all.

In theory, we are able to work with some noise limiters / restrictions but unfortunately it's not always that simple. There is no 'industry standard' by which noise limiters must be set-up and calibrated - it is left up to the installation company to assess based on their best judgement. Sadly, we have encountered a fair few venues in recent years that have had noise limiters installed by inexperienced engineers and have run into problems with certain single frequencies (i.e. one particular note sung by the vocalist or a single drum etc) setting the limiter off which can be absolutely impossible to work with.

As such, we have a few parameters that will need to be met in order for us to work with a noise limiter:

- For our 6 - 7 piece line-ups, we will not be able to work with any noise limits less than 90 decibels
- For our 9 - 10 piece lineups, we will not be able to work with any noise limits less than 100 decibels
- For our 12 - 14 piece lineups, we will not be able to work with any noise limits less than 110 decibels

All of the above limits assume that the limiter is set back at least 6 metres from the front of the stage

VENUE PA SYSTEM / IN-HOUSE AV ENGINEERS

If the venue requires the band to work with an in-house (or hired in) AV company then usually this is not a problem provided that they are able to meet our technical requirements (we will happily liaise with them direct).

If it is a case of a venue requiring the band to run through their own PA system for the purpose of limiting the volume (due to strict noise restrictions) then we unfortunately are not able to work with this. We're happy to explain in more detail - just drop us an email. Often, venues with these types of requirements also insist on the use of electronic drums - regrettably we are unable to work with this either.

2) TECHNICAL & LOGISTICAL REQUIREMENTS

ELECTRICITY

For the 6-12 piece line-ups, we will require at least **three 13A sockets** (from three separate wall sockets – not all on one extension cable). If powered from a generator, please let us know so we can discuss requirements further.

For the 13/14 piece, we may need to bring in a larger PA system so our power requirements might differ from the above.

Please note the power sockets must be **at the performance area**. If the power outlets are not near the performance area, we would ask that you ensure the venue has the appropriate extension leads to make this so.

LOADING & PARKING

Please bear in mind, that we cannot start setting up until all our equipment is at the performance space and all vehicles parked. Therefore, the closer the loading-point (where we can pull up our vehicles) to the performance space the better.

If the loading-point is far from the performance space, please let us know in advance so we can alter the timing to suit otherwise it may cause a delay to the start time, which could mean a shortened set.

We would also need to know in advance if there are any stairs (and no lift) as this could add significant time to our load-in.

All musicians will try to share lifts where possible, but as they are generally based all over London, the assumption must be that a parking space for every member of the band needs to be available at the venue or close-by. Any charges incurred for parking would need to be reimbursed.

CENTRAL LONDON / CITY CENTRE BOOKINGS (CITY SURCHARGE)

We don't use a van for the transportation of our equipment – we use a car towing a box trailer.

As most of central London and major city centre areas have controlled parking zones covering all streets, it is not possible for us to park the trailer on the street during restricted hours (as trailers are not permitted to use pay & display parking bays or car parks).

Provided your venue has a place where the trailer can be left onsite and off the street, then this won't be a problem. The trailer has a footprint of 3.3m x 1.8m (length x width). The car can be parked as normal on the street using P&D bays or in a car park.

If however the venue is not able to accommodate this, then it will be necessary for us to add a city surcharge of **£150 + VAT**. This covers the cost of us hiring a courier (for central London) or a van (for other UK city centre bookings).

WIRELESS MICROPHONES, IN-EAR MONITORING & WI-FI

For our performance, we use wireless microphones, in-ear monitoring and we also use our own closed wi-fi network for controlling our mixer amongst other things.

Please ensure that the venue are aware that we use the following and let us know well in advance if there will be any issue with this:

We use the following spectrums for our performance. If the venue uses any of the following, please give us plenty of notice so that we can liaise with them and make alternative arrangements if necessary.

- The entire of UHF Channel 38 (606-614 MHz)
- 1 x frequency in UHF Channel 70 (863-865 MHz)
- 3 x frequencies in UHF 1800MHz.
- We operate with a closed/private 5GHz wi-fi network.

HEARING LOOPS

We have been finding increasingly that hearing loops cause problems with our guitars and amplifiers due to the electro-magnetic interference with the pickups. Please ensure that should the venue have such a system in place, they will be cooperative in switching this system off should we encounter any problems during the sound-check.

3) SET-UP, SOUNDCHECK, PERFORMANCE AND FINISHING TIMES

It takes us 2 hours to set up, sound-check and be clear from start to finish (3 hours for the 12-14 piece bands). The main bulk of this can be done quietly and discreetly (the setting up of the equipment) but the final part will require us to make noise at the same volume our performance will be at (the sound-check).

As standard, the earliest we will start our set-up is **5pm (4pm for 12-14 piece bands)** and the earliest we will finish our sound-check is: **7pm**.

We will need unhindered access to the performance space for the duration of this time and unhindered loading access from our vehicles for at least the first 90 minutes of this time.

We also require at least 1 hour between finishing our set-up and sound-check to when we start the performance – this is for the band to eat dinner and get changed.

BAND PERFORMING IN SEPARATE ROOM

Usually when the band are performing in a separate room, we can just set up and sound-check in one block without any problems as there will be no-one else in the room when we do this. You can specify exactly what time you would like the band to do this (between 5pm – 9pm).

If for any reason this isn't the case, please see below.

BAND PERFORMING IN SAME ROOM AS DINNER/RECEPTION

If we are performing in the same room as where guests are dining, then there are a few options available as to how we work around this.

Tight turnaround of room between dinner and band's performance (not available for 12-14 piece bands)

With some smaller venues, it's sometimes not possible for the band to setup until some of the dining tables have been removed to create space.

This would not be an issue except there is then limited time for the band to set up from scratch – often only 45 – 60 minutes – which is not enough time for us.

Where this is the case, it will be necessary for us to set up some equipment in an adjacent room or corridor (this will need to be agreed with the venue) prior to the quick turnaround of the main room. *(Please note, the adjacent room or corridor can not be on another floor or far away – any stairs involved or considerable distance will seriously slow the process down.)*

We will then be able to quickly move the equipment through to the main room once the space becomes available and finish our set-up and sound-check in 45 – 60 minutes.

Same room but with Partition / Reveal Curtain

If the band are setting up in the same room as dinner but in a separate section of it and the venue or marquee company are able to visually partition off the performance space from the dining space, then we can set up quietly and discreetly whilst dinner and/or speeches are going on. Alternatively, if the room is very large and the place where the band will be performing is sufficiently 'out of the way' of where guests are dining, a partition may actually not be necessary. The important thing is just so we can set up equipment without providing a visual distraction (particularly during speeches).

Then, once dinner/speeches are finished and whilst guests are getting a drink and stretching their legs, we can do our sound-check and the partition can then be removed ready for the performance.

Equipment needs to be setup before guests enter the room for dinner but there is no partition or reveal curtain

If the venue can't partition off the performance space from the dining space, and you would rather not have the band setting up whilst dinner is happening, then it may be necessary for the band to arrive earlier in the afternoon to set up. This is usually only necessary if the band are right in the middle of the room.

Please note, there are extra fees associated with early setup. Please click the link below for details on the varying early setup options.

EARLY SET-UP TIMES AND RELEVANT COSTS – [CLICK HERE FOR COST CALCULATOR](#)

If you would like more information on the costs associated with early set-up, please click the link above to use our online cost calculator.

PERFORMANCE TIMES

Our standard performance package includes 2 x 1 hour sets or 3 x 40 minute sets any time between 8pm and Midnight. Of course we can start later than 8pm and finish earlier than midnight – we will just arrange our set times so that we get the full 120 minutes of performance in.

It is worth just bearing in mind that if you would like the band to finish at midnight, if the band starts at 8pm you will have rather long gaps between the bands sets. We will of course fill these gaps with music from an ipod or Spotify playlist (or you can book a DJ – please see point 4 below) but you may wish to consider having the band start a little later – say 8.30pm or 9pm.

FINISHING TIMES

As standard our latest finish time is Midnight, but we do offer later finish times for an additional charge. There are quite a few different options available, so please let us know if this is something you are interested in and we'll discuss it with you directly.

4) MUSIC DURING THE BANDS BREAKS

There are a few ways in which we can handle the music during the gaps when the band aren't playing (this includes before the band start performing, during their breaks and sometimes after the band finish).

OPTION 1 – WE SUPPLY THE MUSIC

We always have generic playlists that we can play to fill the gaps between the bands breaks when we are not supplied with music by the client.

It is important to say though that if you opt for this, we are not able to offer requests / changes to the playlist either in advance or on the night. The playlists are very much as is - due to the time it takes to collate, arrange playlists for each client, this is very much a job for a DJ and so if this is something you require, we recommend the addition of a DJ into the booking (see below).

OPTION 2 – YOU SUPPLY THE MUSIC

If you would prefer to have your own playlist playing in the bands breaks then we also offer a Spotify playlist option.

For this, you would need to create / collate your own spotify playlist and then email the link over to us. We will then load this playlist onto our system ready to play on the night.

The benefit of this option is that you can choose all the music we play during the bands breaks meaning you can get yours and any of your guests requests in there.

The only thing again is that with this option, we are not able to offer changes or requests on the night. If this is something you would like, we recommend the addition of a DJ into the booking (see below).

Alternatively, you can supply us with a pre-loaded music player - although we require the device to have crossfade feature enabled so there are not gaps between the songs (as this can kill the atmosphere a bit).

With this there is also the option of adding a PA/Lighting extension till 1am. This means that you can continue to play your playlist through our PA system once the band have finished their performance from Midnight – 1am. This is charged at a flat fee of **£150**.

Please note, the band will pack away the rest of the equipment whilst the playlist is playing.

OPTION 3 – ADD A DJ TO THE BOOKING

The benefit of having a DJ is that they will do the work for you in collating your requests and genre choices and they can also take requests from your guests on the night.

We'll always put you in touch directly with the DJ so they can look after you personally.

5) JAZZ ADD-ON PERFORMANCES

ARRIVAL AND PERFORMANCE TIMES

A sound-check is not necessary for the jazz add-on performances. We allow 45 minutes from point of arrival to be set ready to start the performance.

Please note that jazz add-on performances booked at the discount rate have an earliest performance start time of 3pm.

If you require an earlier start time than this, please get in touch with us to discuss it further.

6) GENERAL BAND REQUIREMENTS

FOOD

Due to the time of day our musicians will need to leave the house and the amount of time they will be out before they get home, we will require that a substantial hot meal be provided for all musicians and DJ (if a DJ is present).

This can be similar to the food provided for the guests (if you are providing a hot meal for your guests) or something separate. Cold buffets and/or sandwiches would unfortunately be insufficient.

We ask that the bands meal be served immediately following the set-up and sound-check, (usually 7.30pm) before the performance starts.

If you are worried you would not be able to provide this, there are alternative solutions that we can offer – please just ask when enquiring.

DRINK

We would ask that a free supply of soft drinks and water be supplied to the band for the duration of the evening.

BACKSTAGE

We ask that a heated lockable room with a table and enough chairs be provided for the sole use of the band. This will be for the band to change in, eat in and leave bags, cases and other valuable belongings in whilst performing. If this isn't possible, please do let us know when booking as we can usually work something out if there is a problem.

SAFETY

The safety of our musicians and their equipment is of paramount importance at any event.

Therefore, it would be your responsibility to provide suitable supervision of your guests to ensure that at no point during the event does anyone touch any of the bands equipment or instruments. Should a guest damage any equipment or instrument, it would be your responsibility to cover the bill for repair.

7) ON THE DAY

SCHEDULE CHANGES

We will always endeavour to be flexible on the day to suit unavoidable schedule changes provided that there is still at least 60 minutes available to eat, a minimum of 20 minutes break between each set and the schedule changes do not affect the contracted finishing time.

In the case of the event running so late that we cannot perform the full 120 minutes, we would shorten our performance set times to suit.

8) HOW TO BOOK

CONTRACT & PAYMENTS

Upon accepting our quote and agreeing the details of the booking via email, we will issue a contract via Adobe Echosign (online contract agreement signing service) for you to check through and then sign (simple click to sign).

You will then need to pay the first 25% deposit immediately via bank transfer or card payment (4% charge applies to debit/credit cards). If paying by bank transfer, the amount needs to clear within 7 working days otherwise the contract will immediately be cancelled.

We then require a second 40% deposit (a first instalment if you like) to be paid no later than 4 months prior to the date of event.

The final full remaining balance (35%) must then be paid no later than 1 month prior to the date of event.

All payment deadlines are clearly outlined in the contract and we will always send reminders two weeks before the deadline.

The reason why we have this three stage payment system is that the closer we get to a date of event, the more liable we become to cover our musicians fees should a booking be cancelled for any reason. We get about 30 enquiries every week, and in order to hold your date secure in our diary, this of course means turning down other bookings. In addition to this, our musicians are holding the date for us and as such are turning down other freelance work. If for any reason you have to cancel your booking, we have to be in a position to cover our musicians' losses as a result of this and pay them a fee.

It is extremely rare that bookings get cancelled, but this system ensures sensitivity in such situations as it avoids the need for us to chase for cancellation fees.

CANCELLATION

There is a 3 calendar day 'cooling off period' from the date you sign the contract whereby the agreement may freely be cancelled by either party.

In the event of cancellation during the 3 day 'cooling off period', we will refund any relevant fees paid.

After the 3 day 'cooling off period' the contract/agreement cannot be cancelled unless both parties give mutual consent in writing.

In the event of cancellation after the 3 day 'cooling off period', there wouldn't be any refund (for the aforementioned reasons).

Please note, for bookings made less than 3 months prior to the date of event, there will be no 'cooling off period'.

ALTERING THE BOOKING

The contract cannot be modified unless both parties give mutual consent in writing.

In this case, a contract amendment notice (detailing the changes to the contract) will need to be signed by both parties.