

Dynasty Sound Entertainment – Terms & Conditions

Effective from: January 2023

Last updated: [April 2025]

By booking services with **Dynasty Sound Entertainment**, you agree to the following terms and conditions. Please read carefully before proceeding with your booking.



1. Eligibility

- All clients must be **18 years of age or older** to enter into a service agreement with Dynasty Sound Entertainment.

2. Bookings & Payments

- A **50% deposit** is required to secure your booking.
- The **remaining 50% balance** must be paid **no later than 7 days prior to the event date**.
- **Discounts** may be offered to clients who choose to pay **in full at the time of booking**.
- Payments must include a reference using the following format:
DYNASTY – [Client First & Last Name Initials] – [Event Date]
Example: DYNASTY – CP15-06-24

3. Refund Policy

- **No refunds** will be issued under any circumstances once payment has been made.
- However, clients may **reschedule** their booking provided a **minimum of 7 days' notice** is given before the original event date.
- Rescheduled dates are subject to availability.

4. Equipment Care & Responsibility

- All equipment supplied by Dynasty Sound Entertainment remains the property of the company.
 - The **signee/client is fully responsible** for any **loss or damage** to equipment while on site. This includes damage caused by **guests, third parties, or venue staff**.
 - Any costs associated with repair or replacement of damaged items will be **charged in full to the client**.
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5. Punctuality & Service Delays

- Dynasty Sound Entertainment takes punctuality seriously and strives to arrive and be fully set up **by the agreed start time** of your event.
 - In the rare event that a **DJ or essential equipment arrives late**, the following policy applies:
 - If arrival is **within 30 minutes** of the agreed start time, **no discount or refund** will be issued.
 - If arrival is **more than 30 minutes but under 1 hour late**, a **50% discount** will be applied **toward your next booking**.
 - If arrival is **over 1 hour late**, you will receive a **50% refund** of the total booking fee.
 - This policy does not apply in the case of force majeure (see Section 8) or if delays are caused by **venue access issues, traffic incidents, or other client-related obstacles**.
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6. Travel & Accommodation Fees

- For bookings **outside of the South East of England**, including **national and international events**, clients are responsible for covering:
 - All necessary **transport/travel expenses** (e.g. flights, fuel, tolls, transfers).
 - **Accommodation costs** for all required staff, where overnight stay is necessary.
 - All **standard UK bookings** will incur a **£50 travel fee** unless otherwise agreed.
 - For events located **within Central London**, a **£35 surcharge** will be billed to cover:
 - **ULEZ, Congestion, Dartford Crossing, and Blackwall Tunnel Charges**.
 - Travel costs will be clearly itemised in the final invoice prior to booking confirmation.
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7. Liability

- Dynasty Sound Entertainment shall not be held liable for any injuries, accidents, or damages to property not directly caused by its staff.
 - We recommend that clients obtain their own event insurance where applicable.
 - **However, Public Liability Insurance and PAT Testing Certificates are available on request for specific venues.** It is the client's responsibility to inform us in advance if these documents are required.
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8. Conduct & Cooperation

- Clients must ensure that venue staff, guests, and other third parties cooperate with Dynasty Sound Entertainment team members to allow for smooth delivery of services.
 - Any hostile or unsafe environment may result in immediate service withdrawal without refund.
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9. Force Majeure

- Dynasty Sound Entertainment is not liable for cancellations or service disruptions caused by events beyond our control (e.g. extreme weather, natural disasters, illness, or government restrictions). In such cases, we will work with clients to reschedule where possible.
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10. Agreement Acceptance

By confirming your booking and submitting your deposit, you acknowledge that you have read, understood, and agree to abide by the terms outlined above.

Thank you for choosing us to provide our services for your tailor-made event.