

Terms and Conditions

Terms of Engagement:

We offer a telephone / email booking service. Once a booking has been taken we will hold the booking for 14 days. A deposit is required to secure the booking. Once the deposit is received and cleared you will be sent a written confirmation of your booking.

This forms a legally binding contract.

Terms of payment:

Our payment terms are balance of agreed fee on the day of completion of our services. Unless otherwise agreed this should be made via cash payment.

Corporate clients and government departments who require pro-forma invoices can pay via cheque or Bacs. Payment is due on completion of our services unless alternative terms have been agreed. **A charge of £25** will be added to the invoice total if payment is not received in accordance with our terms and conditions.

Cancellation policy:

Due to high demand for our services please note that we will only accept cancellations in writing no later than 21 days prior to the confirmed date above.

Cancellations via answer phone / voicemail will not be accepted.

A cancellation fee of 50% of the total charge shown will apply if written notification is not received.

Betterment Clause:

We reserve the right to withdraw from an event should we be offered any television, film or radio appearances giving the industry standard minimum of 48 hours notice.

We will honour the event at a rearranged date suitable to you without loss of deposit.