

AV Architect Pro - Entertainment Hire Terms & Conditions:

Last Updated - 23/02/2026

Terms of Entertainment Hire Hire:

An Entertainment hire from AV Architect Pro consists of:

- Magician, Comedian, DJs or Music act hire
- CSO Tours, Open Mics or Showcases

The terms of our Entertainment Hire may change in relation to the brief given to us by the purchaser. Prior to purchasing and booking an entertainer from us the purchaser will be issued the exact terms and conditions of hire to the email they provide us.

Conditions:

An Entertainment Hire may be purchased from AV Architect Pro as long as the client agrees to AV Architect Pro's terms and conditions.

- The client ensures that the venue or space whereby the entertainer is to perform is safe and fit for purpose.
- They also ensure that they, themselves, have purchased any relevant licenses in order to host entertainment.

Cancellations:

Our cancellation policy includes a cancellation fee. The chart below states the charges that will be incurred to the client in relation to cancelling their service. We take into account the money lost to our performers, company & staff should the event be cancelled.

14 days before the event date/s: **100% refund**

1 week before the event date/s: **50% refund**

1 day before the event date/s: **0% refund**

Refunds & disputes:

We will issue the purchaser, customer and/or client our specific terms and conditions prior to accepting any payment. We will do this via email to the email provided to us by the direct purchaser. These specific terms and conditions will outline relevant and necessary costs incurred by us (AV Architect Pro) in order to complete the purchase. There will be a specific cancellation and refund clause which is tied to the specific product or service purchased.

However, by law - our customers reserve the right to cancel any contract with us for any service or product from the time of purchase to a maximum of 14 days.

We will then give a refund (if eligible) to the initial bank card used for the initial payment within 30 days. We will aim to refund the customer as soon as possible however due to the nature of our services and products - this may take up to 30 days.

As an Entertainment Hire service is a service & not a product there may be incurred costs once the service is purchased such as, but not limited to, booking transport of requested performance equipment.

Any incurred cost or fee to the client will be directly related to the Entertainment Hire service and will be outlined in the cancellations policy in the purchases specific terms and conditions sent to the purchaser prior to payment.

The following criteria is in relation to AV Architect Pro and any 3rd party working for or hired by AV Architect Pro.

Should there be any dispute or refund by fault of AV Architect Pro or any 3rd party regarding:

- A service incorrectly administered or not to satisfaction.

- A service or product being delayed.
- A service or product being cancelled.

A refund will be made following these terms and conditions:

- A service or product - purchased from & offered by AV Architect Pro either through AV Architect Pro or a 3rd party - being incorrectly done or not to satisfaction: **20 % refund issued after the event has ended.**
 1. Should a service or product not be to satisfaction or done incorrectly & it impacts the event enough to be delayed - the following **delay refund** policies will apply.
 2. Should a service or product not be to satisfaction or done incorrectly & it impacts the event enough to be cancelled - the following **cancellation refund** policies will apply.
- The service or product being **delayed** by AV Architect Pro or a 3rd party but not impacting the service enough to be cancelled:
 - A. 30 minutes to 1 hour: **10% refund.**
 - B. 1 hour to 2 hours: **30% refund.**
 - C. 2 hours and above (AV Architect Pro will cancel the service immediately): **100% refund.**
- A service or product being **cancelled** by a **3rd party**:
 1. Should a service from a 3rd party be cancelled that does not impact the event enough to be cancelled - only the amount paid for the cancelled 3rd party service will be refunded.
 2. Should a service from a 3rd party be cancelled that impacts the event enough to be cancelled - a full refund of the entire service in relation to the event will be issued.
- A service or product being **cancelled** by **AV Architect Pro**:
 1. Should a service from AV Architect Pro party be cancelled that does not impact the event enough to be cancelled - only the amount paid for the cancelled AV Architect Pro service will be refunded.
 2. Should a service from AV Architect Pro party be cancelled that impacts the event enough to be cancelled - a full refund of the entire service in relation to the event will be issued.

Refunds will be made to the initial bank account used to purchase the service/s or product/s within 3-5 working days.

Additional charges: *There are two booking restriction times: Start time and end time.*

For bookings that start before 7am or end after 11.30pm: the hourly rate will multiply by 1.8 (only for the hours within these restriction times) i.e. a musician hired at £54ph from 5am - 12pm hourly rate from 5am - 7am will be £97.20ph and then £54ph from 7am - 12pm.

Overtime charges:

Overtime charges occur when an event runs over the allotted time due to changes or delays to the event schedule. Should any of our services or staff be required after the initial booked time, without any confirmed notice (you must receive a confirmation to your request for any additional bookings for any prebooked services) you will be charged an over time fee which will be outlined in your booking terms and conditions. The amount of time our services can be used for after the prebooked period will be at our discretion. Should you only require a few minutes extra - you will be charged the overtime charge.

Should you wish to mitigate any overtime charges - make sure to book our services in advance and receive a confirmation. Alternatively, when you book - ensure you have allotted the correct amount of time per booking. Our overtime charges are often 25% more expensive per hour and do not entitle the customer to the full hour as any work overtime is at our discretion and we are not obligated to fulfill any requests at all or in full.

Should you require our services on the day for longer - please contact us to confirm an extended booking. Should the extended booking not be longer than one hour or we are not able to extend the service to the minimum hire hours for the service, as requested, you will be charged the overtime fee should you confirm an extension for up to one hour.

Should you require/confirm an extension for up to one hour - we will outline exactly what is possible during that 1 hour as our overtime fees are flat rates and do not represent the amount of work we will provide during the overtime duration. I.e. Should you only require a few minutes extra - you will be charged the same 1 hour overtime charge.

The one hour time limit is the maximum duration to which you may book any overtime. The actual duration that we will allow our services to be used during the overtime duration will be notified to the purchaser prior to confirming any overtime booking and the purchaser may decide whether or not to confirm.

Any additional overtime that is needed after this one hour maximum booking will be at our discretion and the same procedure must be followed.

As some of our services may be booked elsewhere we may not always be able to provide the full 1 hour overtime duration. However, if the purchaser needed a longer extension (to at least the minimum booking length of the service), provided that they contact us with sufficient time, we may be able to confirm our standard booking rate for the service.

Contractual changes:

Should any changes be made in writing, in a legal document, that allow any changes in this document - by law - the terms and conditions of this document will be altered to adhere to the new contracts terms, conditions and clauses in any relevant way.

Any changes to the terms and conditions after the customer has purchased any AVAP service or product of any kind will not be used to govern the terms and conditions of the service or product purchased and the initial terms and conditions at the time of purchase will legally govern the AVAP product or service purchased.

Governing law:

This agreement, and any dispute, controversy, proceedings or claim of whatever nature arising out of or in any way relating to this agreement or its formation (including any non-contractual disputes or claims), shall be governed by and construed in accordance with English law. Each party irrevocably agrees that the courts of England shall have exclusive jurisdiction to settle any dispute which may arise out of or in connection with these terms and conditions.

Contact us:

Should any claim arising from our products or service exist - please contact us immediately:
techs@avarchitectpro.com