



Booking Terms & Conditions

Updated 1 April, 2022

By way of making deposit, the client is agreeing to **the terms and conditions laid out below.**

Main Entertainment Pty Ltd is owned by Issac Main. All services rendered below are performed by Issac Main.

GENERAL

1.0 A 30% booking deposit is required to secure Main Entertainment for the date of a wedding. The 30% deposit amount is calculated based on the total cost of the services being booked.

A booking is not considered 100% confirmed until a client's deposit has been received.

1.1 If the timings and details specified by a client contradict our inclusions, previous communications and/or quotes, Main Entertainment may be required to charge additional costs, as per the new requirements – e.g. At the last minute a client decides to extend their reception from 6 hours to 7 hours.

1.2 It is the client's responsibility to enter the INVOICE NUMBER when making any funds transfer. Main Entertainment cannot be held responsible for transfers which have zero reference to a booking

in any shape or form. To avoid any issues, please read the payment instructions carefully on the invoice.

1.3 It is a requirement that clients provide musicians with a basic crew meal. This is industry standard, and the venue or catering company will be able to organise this with you. Clients should know Issac has no dietary requirements.

1.4 It is the client's responsibility to carefully read our informative planning documents which are provided upon enquiry. The client must then submit their event form at www.maintent.com.au/form at least four weeks prior to the wedding date.

1.5 Travel and accommodation: Price is inclusive of travel of up to 80km from Chelsea, Victoria. Distances between 81km-120km will incur an additional \$50 charge; distances between 121km and 160km will incur an additional \$100 charge; distances beyond 161km will be quoted at time of booking enquiry, as accommodation costs may be applicable.

- If flights are required for a job, then we will quote prices that are valid at the time of the enquiry. As a result, if it takes weeks/months for the booking to confirm by way of making deposit, then the flight prices may be subject to change.

1.6 Payment structure for our services are as follows:

- 30% deposit. 70% balance due two weeks prior to wedding.

1.7 Any quotes or inclusions which Main Entertainment issue are valid for 7 days.

1.8 If a client chooses to vary their core services at a later date (package, additional songs, MC), that is perfectly fine. The prices and inclusions that are applicable for such a choice, will be dictated by the information that is current on the Main Entertainment website (www.maintent.com.au).

1.9 For packages 1, 2 and 3, Main Entertainment will require venue access 60 minutes prior to the event starting. For packages 4 and 5, we require venue access 90 minutes prior. If a client or the venue require Main Entertainment to set up earlier than this, then an additional charge may be involved. If additional time is asked of Main Entertainment in regards to set up/sound check, then this will be billed at a rate of \$50 per half hour.

NB: Faster set up may be possible depending on the venue.

EXTRAS

2.0 For any bookings that exceed 12am, an additional fee of \$100 will be charged, per each additional 30mins.

2.1 Additional hours (i.e. for packages longer than promoted duration): These are billed at a rate of \$100 per half hour.

2.2 Melbourne CBD wedding: For weddings held in Southbank, CBD, Southwharf and Docklands, a \$100 fee will be added as logistically these weddings require far longer set up times. For weddings at Crown Casino, an additional fee of \$200 is required (inclusive of parking, logistics, security checks enforced).

2.3 Parking fees: If we anticipate a parking fee will be incurred, this will be included in our quote.

2.4 Multiple locations? If you opt for a package that is across two locations this will require an extra fee for set up; distances less than 30 mins between location A and B will incur a \$50 charge; distances greater than 30 mins and up to one hour will incur a \$100 charge. Please note, set up times will still need to be adhered to at each venue.

2.5 If there is a gap of more than 1 hour between the ceremony and reception, Main Entertainment will charge \$50 per half an hour of waiting time.

2.6 COVID-19 Clause:

If the original wedding date is unable to go ahead due to a COVID-19 lockdown, we are more than happy to transfer the deposit to the new date (within three years of original wedding date). If for any reason Issac is unable to attend the new date (ie. he has another wedding booked) we would happily refund the deposit no issues :)

PACKAGES AND SERVICES

3.0 a) Our prices are based on the hours indicated for each package. Duration of packages is indicative of when Main Entertainment will commence playing their first song (live or recorded) and finish the final song.

3.0 b) Our prices are based on live performance periods with 10-15 minute breaks in between where Main Entertainment will control the background music. Sets don't follow a strict timing formula and are typically between 20 minutes and 1 hour, depending on the package and event runsheet. For

example, the canape hour might be a full 1 hour acoustic set, and shorter sets may accompany meals. The main rules to remember; are that a set cannot exceed 60 min.

3.1 Main Entertainment will supply appropriate background music during live music breaks which is hooked up to the PA system provided. This is included in the price. Clients are welcome to supply their own spotify playlist and cultural songs to be played through the PA.

3.2 a) Music choice and song selection: Main Entertainment is known for performing a varied repertoire which appeals to the music tastes of all guests – old and young. We are confident in our ability to select appropriate songs throughout the night and are happy for clients to leave this to us. However, we of course welcome clients to request specific songs they love, by selecting 10 songs from our acoustic list when completing your form submission.

3.2 b) The 10 songs a client choose will ideally be from The Main Entertainment song list on our website. However if there are 2 or 3 songs you'd like Main Entertainment to learn, this comes at an additional cost of \$50 per song, to cover additional rehearsal time and practice.

3.3 For larger venues including big reception halls may require extra sound reinforcement (over 200 guests), this will be determined and priced out at time of booking as well as any other AV hire required: Bubble machines, fog machines. (POA).

3.4 Private Property Weddings: Private properties can make for some of the most fun and special weddings. However there are some key issues related to our working conditions on private properties which need to be understood:

- If the client does not have a venue manager (which is often the case) then someone must be appointed to help liaise with us on the night, regarding any issues that may arise.
- The clients must organise crew meals with the catering company for any Main Entertainment employees attending.
- Phone reception: If there will be no phone reception then please mention this within the online portal.
- If the private property is difficult to find, please include very detailed instructions about how to locate the venue, and a number to call in case we are still experiencing difficulties.

Main Entertainment's set up location must include the following:

- A dry area which is under cover. We are happy to perform outdoors without cover for ceremony and canapés performances, but for the reception we require a roof over our heads at the very least.
- If the area has open walls where Main Entertainment sets up then heaters should be on hand in case it is a cold night.
- We also require a flat, dry and hard surface to set up on.
- Power requirements for Private Property Weddings: We require a minimum 2.4kva of power and 1 dedicated, separate circuit of 10amps @240v.

3.5 Our PA Sound System: For weddings/events that are **0 – 200 guests** we have adequate front of house speakers, mix desk, microphone etc, and this is simply included as part of our website prices.

NB: we use guest numbers as a handy guide, because they indicate the size of venue. And, the number of people actually indicates a DB level of ambient noise (people talking, laughing etc). The actual number of bodies also literally absorb sound, and we need to cut above this with our production volume.

* If a client changes or does not include the guest numbers within the enquiry, our quote may be subject to change. For instance, if a client suddenly informs us two weeks out that the event has 500+ people.

3.6 It is vital that clients read their venue contract to establish whether there are any decibel level (sound level) restrictions. Some venues keep these restrictions discreetly buried in their fine print as if to suggest it is a minor issue, but this is not always the case. We are naturally happy to work at any venue, and co-operate with all venue owners/managers, but some venues have such intense restrictions, that they can prevent us from delivering our product satisfactorily. Sometimes, these restrictions have not been made known to us by the client (or venue) until we commence the dance sets on the night. This dynamic can prevent us from performing with the energy and entertainment that we are renowned for. We will always do our best to work with a challenging situation, but we obviously cannot take responsibility for such a hinderance. Again, we just urge all clients to read the venue contract carefully and if there are restrictions, please ascertain the specific decibel level and inform us in advance, so we know what we will be working with.

CANCELLATIONS

4.0 If a client cancels the services of Main Entertainment, the 30% deposit will not be refunded, unless the cancellation is made within 14 days of the deposit being paid.

If an instalment or balance payment has been made, then this will always be refunded. It is only the deposit that is non-refundable.

4.1 If a request for a date change is made after 14 days of the deposit being paid, this is deemed a cancellation – as our business has committed to that specific wedding/event date. A new deposit will need to be paid if a client wishes to book us again for a new date.

4.2. Please note, in all the years that we have been operating (since 2014), Main Entertainment (Issac Main) has never cancelled a wedding, despite illness. His professionalism and demeanour, and commitment to delivering high quality services has allowed him to build a very strong reputation in the industry - across venues and wedding vendors alike.

In the case of an extremely rare circumstance that he must cancel a client event, conditions are outlined below:

- Client notified **less than three months out from the date**: the client will receive a full refund of the deposit and any paid monies, and Main Entertainment will liaise with you on finding alternative entertainment of similar nature for a similar price.

- Client notified **more than three months out from the date**, the client will receive a full refund of the deposit and any paid monies.

– In the extreme and very rare situation that Issac was to become unavailable on the actual day of a wedding, Main Entertainment personal remain on call and will do their best efforts to provide you with alternative entertainment.

– In the event of a technical malfunction or a freak situation that prevents Main Entertainment (Issac Main) from performing, the maximum compensation that a client may receive, is a full refund of the total service costs.

Terms and Conditions - Amendments

- 1/12/2020 - 2.6 COVID-19 Clause