

Impress Events Ltd - Terms and Conditions (Effective 22 February 2026)

T/a Impress Events & Ryan Boden DJ

Who we are and what these Terms mean

These Terms and Conditions apply to services supplied by Impress Events Ltd (Company No. 11452913) whose registered office is 17 Main Street, Ponteland, Newcastle Upon Tyne, England, NE20 9NH, registered in England and Wales, trading as Impress Events and/or Ryan Boden DJ (the Supplier). In these Terms, we, us and our means the Supplier (Impress Events Ltd). You and your means the client making the booking. If these Terms conflict with your quote, booking form, or any written booking confirmation or amendment for a specific Booking, that document will take priority for that specific point.

Definitions

- **Booking:** the services agreed in writing (including the quote, booking form, and any agreed add-ons).
- **Business Client:** a client booking in the course of business (e.g. a Venue, corporate client, agency, or event organiser).
- **Calendar month:** one month before the Event Date on the same date number. For example, if the Event Date is 18th June, the balance is due by 18th May. If the relevant date does not exist in the previous month (e.g. 31st), the due date is the last day of the previous month.
- **Consumer Client:** an individual booking for personal use, wholly or mainly outside their trade, business, craft or profession (e.g. a private booking such as a wedding, birthday party, or family celebration).
- **Deposit:** the amount stated in your quote and invoice to secure the Event Date.
- **Equipment:** our DJ, sound and lighting equipment, including cabling, stands, cases, and any supplied accessories.
- **Event:** the booked event.
- **Event Date:** the date of the Event.
- **Force Majeure:** an event outside our reasonable control (e.g. severe weather, major travel disruption, serious accident, power outage affecting travel or the Venue, government restrictions, or similar events).
- **Included hours:** the performance duration included in the Total Fee, as stated in your quote.
- **In writing:** includes email and messages that can be saved and referred back to (including WhatsApp).
- **Performance:** the DJ performance for the agreed times.
- **Start Time / Finish Time:** the agreed performance times for the Booking. Any times discussed before the Wedding Music Consultation are provisional until confirmed.
- **Total Fee:** the total price agreed for the Booking.
- **Venue:** the location where the Event takes place.
- **Wedding Music Consultation:** our planning consultation (usually around one month before the Event Date) where we finalise key details including Start Time, Finish Time, formalities, and music preferences.

1) Your DJ

- 1.1 Whether you book Impress Events or Ryan Boden DJ, your DJ will always be Ryan Boden, subject to clause 6.2.
- 1.2 We are not an agency. We do not routinely subcontract or outsource bookings to other DJs.
- 1.3 In the exceptional event Ryan Boden cannot attend due to a genuine emergency, we will follow the process set out in clause 6.2.

2) Booking and payments

- 2.1 A Booking is confirmed only when: the Booking has been agreed in writing, and, the Deposit has been received.
- 2.2 The Deposit amount is stated in your quote. The Deposit secures the Event Date and is credited against the Total Fee. The Deposit is non-refundable, except where we cancel and cannot provide an approved substitute under clause 6 (in which case a full refund of all amounts paid will be provided).
- 2.3 Payments must be made by bank transfer to the account details shown on the invoice, or by debit/credit.
- 2.4 Total Fee must be paid in full no later than one calendar month before Event Date, unless otherwise agreed in writing.
- 2.5 **Repeat bookings (without a new Booking Form).** If you book additional dates after an initial Booking has been confirmed, these Terms and Conditions will apply to those additional dates confirmed in writing. A new Booking Form is not required for each additional date unless we request one.
- 2.6 **Late payment.** If any payment is not received by the due date, we may charge interest and recovery costs as follows:
 - i) Business Clients: we may charge statutory interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998, plus reasonable recovery costs.

ii) Consumer Clients: we may charge interest at 4% per year above the Bank of England base rate, calculated daily, plus reasonable recovery costs.

2.7 Card reversals and chargebacks. If any card payment is reversed, charged back, or otherwise withdrawn after being made, it becomes immediately due and payable and will be treated as an unpaid amount under clause 2.6.

3) Planning and music

3.1 Performance times and final schedule. Start Time, Finish Time and key formalities are typically confirmed during your Wedding Music Consultation (around one month before the Event Date) and then confirmed in writing. Until then, any times provided are provisional. Final timings and music preferences must be provided at least 14 days before the Event Date.

3.2 Last minute changes. We will support you throughout the planning process and aim to be flexible. Any changes, especially last-minute changes, are subject to feasibility. We may accept on-the-day requests where feasible.

3.3 Nominated person. You can nominate a responsible person to make on-the-day decisions if you are unavailable (e.g. a wedding coordinator or family member).

3.4 Guest requests. Guest requests are welcome unless you instruct otherwise. We cannot guarantee we will have every track or edit. We may decline requests that conflict with your instructions or your desired atmosphere.

3.5 First dance edits. If you ask us to edit your first dance track (e.g. shortening, combining sections, removing an intro), please request this at least 30 days before the Event Date to allow time for revisions and approval.

3.6 Explicit lyrics. Some music may contain explicit lyrics. We do not offer a clean-lyrics-only service and cannot guarantee all music will be free from explicit language.

4) Set-up, access and safety

4.1 Arrival buffer. We plan to arrive at the Venue at least 3 hours before Start Time to maintain a 3-hour contingency buffer for travel disruption (traffic, incidents, breakdowns, road closures, or similar).

4.2 Access for set-up and soundcheck. You must ensure we have access to the performance area at least 1 hour before Start Time for set up and soundcheck.

4.3 Delays, restrictions, or issues outside our control. We will be as flexible as reasonably possible. If Start Time is delayed due to factors outside our control (e.g. the Event running behind schedule), we will take reasonable steps to deliver the included hours by extending Finish Time where feasible and the Venue permits. If we cannot extend (e.g. due to a Venue curfew), no refund is due for time lost.

4.4 Overtime. Overtime is only available if we can accommodate it and Venue permits it. Overtime means any performance time beyond what you have paid for (the hours included in your quote). Time added only to deliver what you have paid for under clause 4.3 is not overtime. Any overtime must be paid for in full before it begins, at the rate stated in your quote.

4.5 Performance requirements. For the Performance to go ahead as planned, the Venue must provide:

- i) an adequate, safe power supply and suitable sockets;
- ii) a safe, suitable, and flat performance area; and
- iii) reasonable access for load-in and load-out, including a safe loading area and parking.

4.6 Outdoor or exposed set-ups. Outdoor or exposed performances are not offered as standard. Any outdoor or exposed set-up must be requested before booking and agreed in writing, otherwise the Booking is for an indoor performance area only. A suitable covered performance area is required regardless of the weather forecast. We may refuse to set up or may stop if conditions are unsafe or likely to damage equipment.

4.7 Safety and legality. We may refuse to perform or stop performing if we reasonably believe the Event is unsafe, unlawful, or puts people or equipment at risk (e.g. unsafe electrics, structural hazards). Where this happens, we will resume if and when it is made safe. If the issue cannot be resolved and this limits or prevents set-up or performance, clause 4.3 applies.

4.8 Stairs and difficult access. If the set-up location requires stairs, a lift-free upper floor, narrow access, or any other difficult access, you must tell us in advance. We will plan accordingly, but this may require additional set-up time, changes to the equipment set-up, or additional assistance. If access is unsafe or prevents reasonable load-in, clause 4.3 applies.

4.9 Venue restrictions. We will always follow any Venue restrictions (e.g. sound limiters and curfews). You accept these may affect volume levels, interruptions, and the style of the Performance. We are not responsible for any impact caused by Venue restrictions (including venue sound limiter cut-outs, which are most often caused by guests singing too loud).

4.10 No liquids, flames, or attachments to equipment. No liquids, candles, decorations, or other items may be placed on, next to, or above our equipment. Drinks must not be placed on speakers. Nothing may be attached to our equipment without our approval. If this happens, we may pause until it is made safe. Any damage caused is your responsibility under clause 7.

Note: Please ensure drinks are not placed on the speakers. This is a very common issue and poses a high risk of damage.

4.11 Interference with equipment. Guests must not move, reposition, unplug, or interfere with our equipment or cabling. If this happens, we may pause until it is made safe. Any damage caused is your responsibility under clause 7.

4.12 Working with other performers and third-party equipment. We are happy to work alongside other performers and may allow a connection to our sound system where appropriate. Any connection to our equipment or power must be agreed and approved by us in advance. We may request evidence of insurance and equipment safety testing, and we may refuse any connection we consider unsafe or incompatible, or if it is being misused.

4.13 PAT and public liability insurance. We maintain Portable Appliance Testing (PAT) certificates for our applicable equipment and public liability insurance with cover of no less than £5,000,000. Evidence can be provided on request.

4.14 Lighting, effects, sound, and health sensitivities. Please inform us as soon as possible of any relevant health sensitivities (e.g. photosensitive epilepsy, migraines, sensory sensitivities, or noise-related concerns) for you or your guests. We are happy to adapt our lighting where possible (e.g. using smooth, non-flashing lighting and avoiding strobe-style effects). We can also adjust volume to support guest comfort.

5) Cancellation and postponement

5.1 Your Booking reserves the entire Event Date for us on an exclusive basis. We will not accept any other booking for that date, and planning and preparation may begin immediately.

5.2 Cancellation by you. Cancellation is effective when we receive your notice in writing. Cancellation charges are based on the time between the date of your written cancellation and the Event Date, as a percentage of the Total Fee. The Deposit will be credited against any cancellation charge due:

- **More than 9 calendar months** before the Event Date: Loss of Deposit only.
- **Within 9 calendar months** of the Event Date: 50% of the Total Fee.
- **Within 6 calendar months** of the Event Date: 75% of the Total Fee.
- **Within 3 calendar months** of the Event Date: 100% of the Total Fee.

5.3 Any cancellation charge becomes due immediately and must be paid within 7 days of our receipt of your written cancellation. We may take recovery action if not paid.

5.4 New date or change of Venue. If you request a change to the Event Date and/or Venue, we will try to accommodate the request. Any change is subject to our availability and the suitability of the new Venue. If we accept the change, we will confirm the amended Booking in writing (including any price difference) and we may transfer the Deposit once to the new date. If we cannot accommodate the requested change, the original Booking remains in place unless you cancel under clause 5.2. If an amended Booking is later cancelled, the cancellation charge will be the higher of:

- the charge that would have applied under clause 5.2 if you had cancelled on the date the change was requested (by reference to the original Event Date); and
- the charge that applies at the time of the final cancellation (by reference to the amended Event Date).

6) Unforeseen circumstances and emergency cover

6.1 It is our intention to attend and perform at every booking. We plan travel and set-up carefully to minimise risk and we keep backup equipment to reduce technical risk.

6.2 Emergency cover. Only exceptional circumstances would prevent Ryan Boden from attending (e.g. serious illness or injury). If Ryan Boden cannot attend due to a genuine emergency, we will:

- inform you as soon as reasonably practicable,
- use all reasonable endeavours to propose a suitable substitute DJ from our trusted professional network, with comparable equipment and experience, subject to your approval,
- liaise with the substitute DJ and provide them with the agreed event details, planning notes, and music preferences,
- if no suitable substitute is available, or you do not approve one, provide a full refund of all amounts paid,
- if you approve a substitute DJ and they perform the Booking, this fulfils our obligations for that Booking and no further refund is due.

7) Behaviour, damage and insurance

7.1 You are responsible for the behaviour of your guests and visitors. If we are threatened, abused, or put at risk, we may stop or refuse to perform without penalty. All fees remain payable and you are responsible for resolving the issue.

7.2 You are responsible for loss, theft, or damage to our equipment caused by you or your guests. Where this is covered by our business equipment insurance, you are liable for the policy excess of £50 plus any costs not covered by the policy.

Where damage is not covered (including deliberate or reckless damage), you are liable for the full repair or replacement cost. You may seek reimbursement from the person(s) responsible.

8) Force majeure

8.1 Neither party will be in breach of this agreement where a Force Majeure event prevents the Event taking place as planned and/or prevents us from attending or performing. If a Force Majeure event occurs (or is likely), we will notify you as soon as reasonably practicable and work with you to agree a suitable alternative arrangement (e.g. a revised timeline, change of Venue, or new date). Any agreed change will be handled under clause 5.4. If it is not possible to agree a suitable alternative arrangement, we will refund all amounts paid.

9) Liability

9.1 Nothing in these Terms affects your statutory rights, and nothing limits or excludes liability for death or personal injury caused by negligence, for fraud, or for any liability that cannot legally be limited or excluded.

9.2 Subject to clause 9.1, our total liability arising from the Booking is limited to the Total Fee actually paid for that Booking, and we are not liable for indirect or consequential losses.

9.3 We are not liable for venue failures (e.g. power outage, sound limiter, venue staff decisions).

10) Data protection (GDPR)

10.1 We will process personal data only as needed to perform the Booking, communicate with you, and meet legal or accounting obligations.

10.2 We will not share personal data with third parties unless required by law or necessary to perform the Booking (e.g. a proposed substitute DJ under clause 6, subject to your approval).

10.3 You have the right to request access, correction, or deletion of personal data, and to object to processing where applicable.

11) Promotional materials

11.1 You agree that we may use photos, video, or audio recordings of the Performance for promotional purposes, such as social media and website content.

11.2 If you do not want us to capture or use any media content at your Event, please let us know at any time. If you tell us on the night, we will stop capturing content from that point onwards and we will not use any content captured before or after your request. If you opt out, clause 11.1 will not apply.

12) Issues and complaints

12.1 We take great pride in what we do and want you to have an amazing experience. If anything is not right on the day, please tell us as soon as possible so we can put it right quickly.

12.2 We always welcome feedback. If you wish to make a formal complaint after the Event, please contact us as soon as possible with as much detail as possible. We will review it promptly and work with you in good faith to reach a fair resolution.

13) Governing law and courts

13.1 These Terms are governed by the laws of England and Wales and the parties submit to the jurisdiction of the courts of England and Wales. If you are a consumer resident in Scotland or Northern Ireland, nothing in this clause limits any right you may have to bring proceedings in your home courts where applicable.

14) Severability

14.1 If any provision is held invalid or unenforceable, the remaining provisions remain in full force and effect.

Acceptance

By paying the Deposit, you confirm that you have read and accepted these Terms and Conditions.