

# Terms and Conditions

## Mike Hackett - 2026

These Terms and Conditions apply to all bookings made with Mike Hackett for DJ, MC, hosting, entertainment and related event services. In these Terms, "we", "us", "our", "Mike Hackett" or "the DJ" refers to Mike Hackett. "The client" refers to the person or organisation making the booking.

Bookings must be confirmed in writing by email. Once a booking request has been received, an invoice and these Terms and Conditions will be issued. Bookings are held provisionally for 7 days pending payment of the booking fee.

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### 1. Booking Confirmation and Scope of Services

A booking is confirmed when the booking fee has been received in cleared funds and written confirmation has been issued by Mike Hackett.

Acceptance of the booking may be confirmed by email, written message, online form, signed agreement or payment of the booking fee.

The booking confirmation, invoice, agreed package details and these Terms and Conditions together form the agreement between Mike Hackett and the client.

The services provided will be those set out in the booking confirmation, invoice or agreed written package details.

Any additional services, equipment, extended timings, hosting duties, games, photo-sharing services, karaoke, uplighting or other extras must be agreed in writing and may be subject to an additional charge.

By confirming the booking and paying the booking fee, the client agrees to these Terms and Conditions.

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### 2. Payments

All payments must be made using the method specified on the invoice, usually Stripe online payment or bank transfer, unless otherwise agreed. PayPal is available on request.

Cheques are not accepted.

Cash payments are only accepted for pre-agreed additional time on the event date, unless otherwise agreed in advance.

The booking fee is not normally refundable once the booking has been confirmed, as it covers administration, planning, correspondence, diary reservation and the loss of opportunity to accept another booking for the same date. This does not affect any statutory rights the client may have.

The remaining balance must be paid no later than 14 days before the event.

Failure to pay the remaining balance by the due date may result in cancellation of the booking. In such circumstances, cancellation charges may apply as set out in Section 3.

Interest may be charged on overdue amounts at 5% above the Bank of England base rate, calculated daily until payment is received in full.

Any reasonable and properly incurred recovery costs, including debt collection or legal fees, may be added to the outstanding balance.

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### 3. Cancellations by the Client

All cancellations must be made in writing by email or post. Telephone cancellations will not be accepted.

Booking fees are not normally refundable, as set out in Section 2.

Cancellation charges are calculated against the total agreed booking fee. Any booking fee or part-payment already paid will be deducted from the cancellation charge.

Notice given before the event	Cancellation charge
More than 6 months	Booking fee retained; no further fee payable
3 months to 6 months	50% of the total agreed fee
1 month to less than 3 months	75% of the total agreed fee
Less than 1 month	100% of the total agreed fee

These charges represent a genuine pre-estimate of loss, taking into account administration, planning, preparation time, diary reservation and the reduced likelihood of rebooking the date at short notice.

Where possible, reasonable steps will be taken to reduce losses, including attempting to rebook the date. If the date is successfully rebooked, any cancellation charge may be reduced to reflect the loss actually suffered.

Where the booking is for entertainment, hosting, DJ, MC or related event services to be provided on a specific date or during a specific event period, statutory cooling-off cancellation rights may not apply. This does not affect any statutory rights the client may have, including rights relating to services not provided with reasonable care and skill.

Postponements or date changes are subject to availability. If we are available for the new date, payments already made may be transferred to the revised date. If we are unavailable for the new date, the change may be treated as a cancellation.

Any change in date, venue, timings, service length, access requirements or service type may result in a revised quote.

This section does not affect any statutory rights the client may have.

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## 4. Performance Times, Amendments and Additional Time

### Standard evening DJ performance times

Unless otherwise agreed in writing or stated on the invoice, a standard evening DJ booking is based on the following times:

Item	Standard time
Arrival and setup	From 6.00pm
Music/performance start	From 7.00pm
Finish time	12.00 midnight

The agreed fee covers the booked date and evening availability, preparation, travel, setup, equipment, performance, pack-down and diary reservation. As the date and evening are reserved for the client, another evening booking cannot normally be accepted for the same date.

If the client or venue chooses to start later, pause the entertainment, finish earlier, or reduce the booked performance time after the booking has been confirmed, no discount or refund will normally be due. This is because the full evening has still been reserved and the DJ has remained available for the agreed booking.

This does not affect any statutory rights the client may have, and does not limit any refund or reduction that may be due where we fail to provide the agreed service for reasons within our reasonable control.

### Other packages and agreed timings

For Daytime MC & Host, Day-to-Evening Celebration and All-Day DJ & MC bookings, the arrival time, setup time, hosting time, DJ performance time and finish time will be agreed in writing between Mike Hackett and the client at the time of booking and/or confirmed on the invoice or written booking confirmation.

Any request to change the agreed timings after the booking has been confirmed is subject to availability and may result in a revised quote or additional charge, where reasonable.

### Earlier arrival, earlier setup or earlier performance

Any arrival, setup, standby time, hosting, background music or performance required before 6.00pm must be agreed in advance and may be charged at £50 per hour, unless included within a separately agreed package.

Where an early setup is required or requested, and the DJ is then required to leave the venue and return later in the day for the performance, an additional charge may apply to cover the extra travel, time, parking, loading, labour and diary commitment involved. Any such arrangement and charge should be agreed by both parties in writing in advance wherever reasonably possible.

### Later finish or additional performance time

Additional performance time after 12.00 midnight is charged at £75 per hour, unless otherwise agreed in writing.

Additional time is subject to availability and may be declined for reasons including venue restrictions, licensing limits, sound limiter rules, staff welfare, travel arrangements or prior commitments.

Any additional time requested on the event date must be agreed by the DJ and paid on the event date by cash, bank transfer or another immediate payment method agreed by the DJ.

### Amendments and changes

Any changes to the booking must be requested in writing. Additional charges, where applicable, must be agreed and paid before the event unless otherwise agreed.

Changes requested on the event date are subject to availability and may be declined.

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## 5. Client Planning, Event Information and Music Requests

All event details, including timings, venue information, access details, music requests, first dance details, announcements and any special requirements, must be submitted no later than 14 days before the event.

Information received after this time will be accommodated where reasonably possible, but cannot be guaranteed.

The client is responsible for ensuring that the information supplied is accurate and complete. We accept no liability for issues caused by incorrect, incomplete or late information supplied by the client, venue or third parties.

Music requests and playlists are welcomed and will be followed where reasonably possible. However, the DJ retains professional discretion over music programming, running order, volume, timing and suitability, taking into account the event atmosphere, guest response, venue rules, time available and any agreed must-play or do-not-play guidance.

Submission of music requests does not guarantee that every requested song will be played.

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## 6. Venue Permissions, Setup, Access, Restrictions and Equipment

### Venue permissions and responsibilities

The client is responsible for ensuring that the venue permits DJ, MC, hosting, music, entertainment, lighting and any agreed additional services for the agreed date and times.

The client and/or venue are responsible for any venue permissions, licences, music curfews, sound limiter rules, access restrictions and health and safety requirements that apply to the event.

### Setup time

A minimum of 45 minutes is required to safely set up equipment under normal conditions. Larger or more complex setups may require additional time.

### **Access to the performance area**

The client and/or venue must ensure that suitable access to the performance area is available in advance of the agreed start time, allowing sufficient time for setup.

Where access is restricted, including but not limited to stairs, lifts, long carry distances, delayed room access, venue turnaround times, shared supplier schedules, restricted parking or loading restrictions, additional setup time must be allowed.

Where suitable access is not provided in time, setup may need to take place during guest arrival or during the event, and the visual or technical presentation may be reduced.

If access is delayed or restricted, resulting in reduced setup time, the DJ cannot be held responsible for any impact on sound, lighting, setup appearance or performance quality, provided reasonable care and skill has been exercised.

### **Performance area and power**

A suitable performance area must be provided, with a minimum space of 4m x 3m unless otherwise agreed in writing.

At least one safe, working, double 13A power socket must be provided within 5 metres of the performance area.

The performance area must be safe, dry, level and suitable for electrical equipment. Outdoor performances must include suitable weatherproof cover and safe power provision. The DJ reserves the right not to set up or continue performance where conditions are unsafe.

### **Parking, loading and unloading**

Safe and accessible parking must be provided to allow for loading and unloading of equipment. Any reasonable parking costs incurred because suitable loading or parking has not been provided may be charged to the client.

### **Venue restrictions and sound limits**

Sound levels are subject to venue rules, sound limiters, licensing conditions, legal restrictions and any instructions from venue management or authorised officials. We accept no liability for reduced sound level, reduced atmosphere or interrupted performance caused by such restrictions.

### **Equipment use**

All equipment remains under the control and operation of the DJ unless otherwise agreed in writing.

Limited microphone use for speeches is permitted, subject to availability and suitability.

Karaoke facilities are available only if pre-booked.

The DJ reserves the right to refuse use of equipment to any individual.

### **Damage to equipment**

Any damage caused to equipment by the client, guests, venue staff or third parties due to negligence, misuse or unauthorised interference will be charged at full repair or replacement value, plus any associated hire or loss-of-use costs. Any such charge will be supported by reasonable evidence where available. Payment is due within 7 days of invoice.

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## **7. Certification**

Portable Appliance Testing (PAT) and Public Liability Insurance (PLI) certificates are available upon request.

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## **8. Photography and Video**

Photographs and/or video may be taken during the event and may be used by Mike Hackett for promotional purposes, including on social media, the website, online profiles and marketing materials, unless the client opts out in writing before the event.

A clear photography and video opt-out box is included in the Client Agreement section of these Terms. If the client ticks the opt-out box, or otherwise confirms in writing before the event that they do not consent, Mike Hackett will not intentionally use photographs or video from the event for promotional purposes.

If the opt-out box is left unticked and no written opt-out has been received before the event, the client agrees that suitable photographs and/or video may be used for the promotional purposes described above.

Reasonable care will be taken when selecting images for promotional use, and we will avoid using images that are likely to embarrass or upset any person shown.

Close-up or clearly identifiable images of children will not be used for promotional purposes without appropriate consent.

Any reasonable request to remove an image from our own website or social media channels will be considered promptly.

This section does not apply to images or video taken by guests, venues, photographers, videographers or other third parties outside our control.

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## **9. Data Protection and Privacy**

Personal information supplied by the client will be used for the purposes of managing enquiries, bookings, event planning, invoicing, communication, legal obligations and the delivery of the agreed services.

Information may be shared with trusted third parties only where necessary for the booking, event delivery, payment processing, insurance, legal compliance or administration.

Personal information will be handled in accordance with applicable data protection laws. A privacy notice is available upon request or via our website where published.

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## 10. Complaints

Any concerns should be raised with the DJ during the event where possible, so that reasonable efforts can be made to resolve the issue at the time.

If the matter cannot be resolved during the event, written notice should be provided within 7 days of the event so that it can be investigated properly.

A formal complaints procedure will then be supplied.

Failure to raise concerns during the event may limit the ability to investigate or resolve the issue afterwards.

This does not affect any statutory rights the client may have.

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## 11. Conduct and Safety

We operate a zero-tolerance policy towards abuse, threats, harassment, violence or unsafe behaviour towards the DJ or any member of staff.

In cases of actual or threatened abuse, violence, harassment, unsafe behaviour or risk to equipment or personal safety, the DJ reserves the right to cease performance immediately.

In such circumstances, all fees remain payable in full and no refund or reduction will normally be due for the affected part of the booking.

The client is responsible for the conduct of their guests and for ensuring that the DJ can work in a safe environment.

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## 12. Breaks

For events exceeding 5 hours, a short break of up to 30 minutes may be taken at a mutually convenient time.

Breaks will be planned to minimise disruption wherever possible, and background music may continue where appropriate.

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## 13. Events Beyond Our Control and Replacement DJ/MC

We will not be liable for failure to perform, or delay in performing, any obligation under these Terms where this is caused by events beyond our reasonable control.

This may include, but is not limited to, serious illness, accident, vehicle breakdown, extreme weather, road closures, venue closure, power failure, fire, flood, public emergency, government restrictions, venue restrictions, unsafe working conditions or circumstances imposed by the venue or authorities.

In the unlikely event that Mike Hackett is unable to attend due to serious illness, accident, emergency, vehicle breakdown or another event beyond reasonable control, reasonable efforts will be made to provide a suitable replacement DJ/MC or alternative solution.

Where a suitable replacement is provided, this will be considered fulfilment of the booking, provided the replacement service is reasonably comparable to the agreed service.

If no suitable replacement or alternative solution can be provided, any refund or reduction will be limited to the part of the service not provided.

Where we cancel for a reason within our reasonable control and no service is provided, any monies paid for the affected service will be refunded.

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## 14. Liability

The service will be provided with reasonable care and skill.

We accept no liability for reduced performance, delayed setup, interrupted performance, reduced sound levels or reduced lighting impact caused by delays, restrictions, lack of access, inadequate power, venue rules, sound limiters, licensing conditions, unsafe working conditions or third-party actions beyond our reasonable control, provided that we have acted with reasonable care and skill.

We are not responsible for indirect or consequential losses, such as venue costs, supplier costs, travel costs or loss of enjoyment, except where the law does not allow such liability to be limited or excluded.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

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## 15. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

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## Client Agreement

I confirm that I have read, understood and agree to the above Terms and Conditions.

**Photography/video opt-out:** I/we do not consent to Mike Hackett using photographs or video from the event for promotional purposes on his website, social media, online profiles or marketing materials.

Leave this box unticked if you are happy for suitable photographs and/or video to be used as described in Section 8.

**Client Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_