Terms and Conditions

Website edition 2026

1. Booking confirmation and scope of services

These terms apply to bookings with Mike Hackett, trading as DJ Mike Hackett, for DJ, MC, hosting, entertainment and related event services. In these terms, “we”, “us” and “our” mean DJ Mike Hackett. “You” means the person or organisation named on the booking. A consumer is an individual booking mainly for purposes outside their trade, business, craft or profession.

Trading address DJ Mike Hackett, 7 Birchwood Court, St Annes, Bristol BS4 4JD.

This edition applies to new bookings made under these terms. Bookings already agreed remain subject to the terms and deposit agreed for those bookings.

Before you commit, we will provide the agreed services, total price, payment terms, business contact details including our trading address, and these terms. We hold the date provisionally for 14 days after issuing the booking paperwork, unless we agree otherwise in writing. Your booking is confirmed when the deposit has cleared and we send you written confirmation. If we cannot confirm the booking after receiving the deposit, we will return it in full.

You can accept these terms by email, written message, online form, signature or by paying the deposit after receiving them. The booking confirmation, invoice, agreed package details and these terms form the agreement. We will send you a copy of the agreed terms and written confirmation you can keep.

The price is fixed when we confirm the booking. We must both agree in writing to later changes to the services, equipment, timings or extras and any resulting change to the price. Agreed booking-specific terms take precedence over the corresponding general terms, subject to your statutory rights.

The confirmation identifies who has booked. An event-day contact can approve routine arrangements and paid extras within the authority you give them. If two clients are named, we need written agreement from both to cancel or change the date unless both have already authorised one named person in writing. Guests, planners and venues may agree changes on your behalf only with your authority and our agreement.

2. Payments

The booking deposit is £125 for all new bookings. It reserves the date and counts towards the agreed total. If you cancel, any amount we keep is subject to section 3. If we cannot deliver the agreed service, see sections 13 and 14.

The remaining balance is due no later than **14 days before the event**. If you book within that period, we will agree the payment deadline with you before confirming. Pay by the method shown on the invoice, usually secure card payment through Stripe or bank transfer. We issue invoices through Planning Beats or Xero. PayPal is available on request. We do not accept cheques. We only accept cash for agreed extra time on the event date unless we agree otherwise in advance.

If the balance is overdue, we will give written notice and a reasonable opportunity to pay. If it remains unpaid after the notice deadline, we may cancel and apply section 3, including its limits on recovering losses. For business bookings, overdue sums may carry simple interest at five percentage points above the Bank of England base rate per year, calculated daily, where lawful. Interest and reasonable recovery costs are recoverable only where the law permits, with no double recovery.

3. Cancellations by the client

Please tell us promptly if you need to cancel. Email hello@djmikehackett.co.uk or write to the trading address in section 1. Include your name and event date. If you cancel by phone, please follow up in writing so we both have a record. You can exercise a statutory right to cancel by any clear statement. An email is usually the simplest way to keep a record.

How we work out any charge

The amount payable is the **lower of our reasonable net loss caused by the cancellation and the relevant cap below**. Percentage caps are based on the total agreed fee. All payments already made count towards the charge. We refund anything paid above the final charge.

Notice before the event	Maximum charge
More than 6 months	Booking deposit only (£125)
3 to 6 months inclusive	50% of the agreed total
1 month to less than 3 months	75% of the agreed total
Less than 1 month	100% of the agreed total

We take reasonable steps to reduce our loss, including trying to rebook the date. When calculating any charge, we take account of work reasonably done, costs reasonably incurred and any lost profit, without counting the same item twice. We deduct costs saved and any income from a replacement booking that reduces the loss. We will give you a breakdown of any charge and refund any further amount due if the loss is later reduced. If there is no recoverable loss, we refund all amounts paid, including the deposit.

Statutory cooling-off rights

For consumers booking online, by phone or away from our business premises, the statutory 14-day cooling-off period generally does not apply where the booking is for leisure services on a specific date or during a specific period. A DJ or MC booking for a wedding or private party on a fixed date will normally fall within this exception under regulation 28(1)(h) of the Consumer Contracts Regulations 2013.

If a statutory right to cancel applies, we will explain it and provide the required information and model cancellation form before you commit. You will normally have 14 days after the day the contract is made to cancel. The table above does not apply when you exercise that right. If you expressly ask us to start during the cooling-off period, we may charge a proportionate amount for work supplied before cancellation only where the law allows. Your right can end early if the service is fully performed after your express request and you have acknowledged that consequence. Any statutory refund will be made within the applicable statutory time limit.

Postponing or changing your date

Date changes are subject to availability and our written agreement. If we agree a new date, we will confirm how payments already made are credited and agree any revised price before you commit. If we cannot agree a replacement date and you cancel the original booking, the cancellation terms above may apply. See section 13 if the event cannot go ahead for reasons beyond either party’s reasonable control.

4. Performance times, amendments and extra time

Standard evening DJ bookings

These timings apply unless your invoice or booking confirmation states otherwise.

Item	Standard time
Arrival and setup	From 6.00 pm
Music starts	From 7.00 pm
Finish	Midnight

The agreed fee covers reserving the evening, preparation, travel, setup, equipment, performance and pack-down. If you or the venue choose a later start, a pause or an early finish while we remain available to provide the agreed service, the agreed price will normally still apply. Any rights to a refund or reduction where the agreed service is not provided are preserved.

Other packages and changes

For Daytime MC & Host, Day-to-Evening Celebration and All-Day DJ & MC bookings, we agree arrival, setup, hosting, music and finish times in writing. Send any change to the date, venue, service, timings or access arrangements in writing. Changes are subject to availability. We will agree any revised quote or charge with you before proceeding. Agreed charges are payable before the event unless we agree otherwise. Requests on the day may be declined.

Earlier setup and later finish

Any arrival, setup, standby, hosting, background music or performance before 6.00 pm must be agreed in advance. An early setup charge of £40 may apply unless included in your package. If we need to leave after setup and return to perform, extra travel, parking, labour and time may be chargeable. We will agree the amount with you in advance. Earlier hosting, music, performance or standby may require a separate quote.

Extra performance after midnight is £75 per hour unless agreed otherwise in writing. It depends on our availability, venue approval and any licensing, sound or safety limits. The DJ and you or your authorised contact must agree the extra time and price. Extra time agreed on the day is payable that day by cash, bank transfer or another agreed immediate payment method.

5. Event planning and music requests

Please send timings, venue and access details, music requests, first dance details, announcements and any special requirements no later than 14 days before the event, or by the agreed planning deadline for a short-notice booking. We will accommodate late information where reasonably possible. We will take reasonable care and skill in using the information you provide. If late, incomplete or inaccurate information affects the service, we will take reasonable steps to limit the impact.

Requests and playlists are welcome. The DJ uses professional judgement on music, running order, volume and timing, taking account of guest response, venue rules and agreed must-play and do-not-play instructions. We will play requests where reasonably possible. We cannot guarantee every request will be played. This does not change any specific commitment in your agreed booking details.

6. Venue permissions, access and equipment

Venue permissions, setup and access

Please check that the venue allows the booked services at the agreed times, holds any required permissions and licences for which it is responsible and tells us about curfews, sound limiters, access and safety rules. We remain responsible for our own legal and safety duties. We will take reasonable steps to work within known venue restrictions and tell you about any material effect on the service as soon as we can.

We need at least 45 minutes to set up safely in normal conditions. Larger setups and restricted access (including stairs, long carries, room turnarounds or limited loading) can require longer. Please arrange safe access, loading and parking and tell us about restrictions in advance. If access is late, we will take reasonable steps to limit disruption. Setup may need to continue during guest arrival and the setup may need to be simplified. If suitable parking is unavailable, we may pass on reasonable parking costs that we disclosed and agreed with you.

Performance area, power and safety

Unless we agree otherwise in writing, provide a clear performance area at least 4 m by 3 m and a safe, working double 13 A socket within 5 metres. The working area must be dry, level and safe for electrical equipment. Outdoor and marquee bookings need stable, dry flooring, a raised platform where needed, suitable weatherproof shelter and safe power. Agree the setup and an indoor alternative where practicable in advance.

We will observe sound limiters, licensing conditions and venue instructions. If conditions are unsafe or access or venue restrictions materially affect performance, we will explain the problem and take reasonable steps to find a safe alternative. We may pause or decline an unsafe setup and will resume if safe and practicable. Sections 11, 13 and 14 explain how we assess charges, refunds and responsibility.

Equipment use and damage

The DJ controls the equipment and may decline unsafe or unsuitable use. Limited microphone use for speeches is subject to availability and suitability, unless agreed as part of your booking. Karaoke must be booked in advance. Connecting phones, laptops, instruments, mixers or other external devices requires advance written agreement. Tell us about connections and send any audio or video files for testing at least 14 days before the event. We will consider later requests where practicable.

You are responsible for reasonable, evidenced costs to repair equipment damaged by your negligence, misuse or unauthorised interference, or by someone for whose actions you are legally responsible. We may recover the reasonable cost of equivalent replacement where repair is impracticable, and evidenced hire or loss-of-use costs where appropriate. We will allow for the equipment’s previous condition and avoid double recovery. We will seek recovery from the responsible venue or supplier where appropriate. Any amount properly due is payable within 7 days of invoice.

7. Certification and insurance

Portable Appliance Testing (PAT) records, evidence of £10 million public liability insurance and risk assessments are available on request. Cover is subject to the terms and dates on the current insurance documents.

8. Photography and video

We may take occasional wide shots of the room or dancefloor and use them on our website, social media, business profiles or in other promotional material. Where adults are incidentally identifiable, we rely on our legitimate interest in promoting DJ Mike Hackett only where we have assessed that the use is necessary and proportionate, taking account of people's expectations, rights and privacy. We will tell you in advance and give guests a clear notice before we start taking promotional photos or video.

You can opt the whole event out of our promotional photography and filming by telling us before or during the event. Anyone can opt out for themselves or object to promotional use at any time. Tell the DJ on the day or email hello@djmikehackett.co.uk. We will take reasonable steps to avoid capturing anyone who opts out, stop using their identifiable image for promotion and remove or anonymise it on channels we control. We will ask for separate consent before taking or using promotional images that feature an identifiable individual. For identifiable children, we will seek appropriate parent or guardian consent and take account of the child's wishes.

This section covers our own promotional activity. Photographers, venues, guests and other third parties are responsible for their own use of images. Please tell us about any event-specific privacy restrictions in advance. Any photo-sharing service agreed as part of a booking is covered by the details we give you for that service.

9. Data protection and privacy

We use personal information to respond to enquiries, manage bookings and event planning, deliver services, process payments, communicate and meet legal obligations. We share information only where necessary and lawful for purposes such as event delivery, payment processing, administration, insurance or legal compliance. For more information and how to exercise your rights, read our Privacy Notice or ask us for a copy.

10. Complaints

If you can, tell the DJ about any problem on the day so we can try to resolve it. For issues that remain, email hello@djmikehackett.co.uk with your booking details and what happened, preferably within 7 days. We will explain our complaints process and respond. The suggested 7 days does not affect your right to raise a complaint or seek a legal remedy later.

11. Conduct and safety

We may stop immediately if there is abuse, threats, harassment, violence, unsafe behaviour or a serious risk to people or equipment. We will explain the reason as soon as it is safe to do so and may resume if the issue is resolved and it is safe and practicable.

If we reasonably stop because of a serious safety issue caused by you or your guests, any amount we charge will take account of what we supplied, our reasonable net loss and costs saved. We will explain the calculation and refund any excess. If the issue is beyond either party's reasonable control, section 13 applies.

Please help keep the working area safe and keep guests clear of equipment and cables. Parents, guardians or designated adults must supervise children, including during games. DJ, MC and hosting services do not include childcare.

12. Breaks

For events lasting more than 5 hours, the DJ may take a break of up to 30 minutes at a mutually convenient time. We will plan it to minimise disruption and may continue background music where appropriate.

13. Events beyond our control and replacement performers

We will tell you as soon as reasonably practicable if an event beyond our reasonable control affects the booking and take reasonable steps to avoid or reduce disruption. Examples include serious illness or accident, unavoidable vehicle breakdown, severe weather, venue closure, power failure, fire, flood or restrictions imposed by public authorities. Your statutory rights and remedies continue to apply.

If Mike Hackett cannot attend, we will make reasonable efforts to find a suitable replacement DJ or MC at no extra charge to you. We will discuss the proposed replacement with you where practicable. We need your agreement for any material change, including a substitute where Mike's personal performance was a material part of the booking. Where we arrange a replacement to fulfil our contract, we remain responsible for the agreed service. Your rights for any shortfall continue to apply.

If we have to cancel and no agreed service is delivered, we will refund all payments, including the deposit. If we can deliver only part, we will give a fair price reduction and refund any excess, subject to any greater legal entitlement. Where the event itself cannot go ahead for reasons beyond either party's reasonable control, we may offer to transfer the booking by mutual agreement. Any refund or permitted deduction in that case depends on what was supplied, the circumstances and the law. We will make refunds promptly and within any applicable statutory deadline.

14. Liability and consumer rights

We will provide the services with reasonable care and skill and are responsible for foreseeable loss or damage caused by our breach of contract or negligence. A loss is foreseeable if it is an obvious consequence of the breach or was within both parties' reasonable contemplation when the contract was made.

Where there is a delay, interruption or loss of performance due to access, inadequate power, sound limits, licensing, unsafe conditions or third-party actions outside our reasonable control, we will take reasonable steps to minimise its effect. Responsibility is assessed according to what caused the issue and whether we met our contractual and legal duties.

Consumers keep their statutory rights, including remedies under the Consumer Rights Act 2015. Depending on the circumstances, remedies may include repeat performance, an appropriate price reduction or a refund. Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that cannot lawfully be excluded or limited.

15. Governing law

The law of England and Wales applies, subject to any mandatory consumer protections that apply where you live. Consumers may bring proceedings in any court that has jurisdiction under the applicable rules. For business clients, disputes are subject to the jurisdiction of the courts of England and Wales.