

Johanna & Jayden Live Music Terms & Conditions

1) Performance Confirmation & Deposit

Once agreed upon by Johanna & Jayden and the client, an invoice will be sent via email including a non-refundable 40% deposit fee, which needs to be paid within 7 days. If the client fails to comply with these terms and conditions, Johanna & Jayden are under no obligation to honour the booking and are free to rebook with another client. Should the client choose to withdraw their booking with Johanna & Jayden, the client is not entitled to a refund.

2) Remaining Fees

The remaining fees are to be paid via electronic bank transfer at least 7 days prior to the event. If payment is not made, Johanna & Jayden have the right to withhold their services.

3) Cancellation Policy

In the unlikely event of cancellations made by Johanna & Jayden due to sickness, any funds paid by the client will be refunded. Johanna & Jayden will also make all efforts to organise a replacement artist.

4) Run Sheet

The client will provide a time sheet outlining the scheduled times for the ceremony, canapés and reception. For clients booking the Platinum Package, a time sheet for the reception is necessary and will need to outline the bridal party entrance, cutting of the cake, speeches, dances, games and any other inclusions. This allows the artists to time their breaks appropriately to align with the reception schedule. Unless the artists are responsible, a late start does not constitute grounds for a late finish.

5) Borrowing Equipment

The artists are not responsible for providing sound equipment for speeches or announcements during the reception. Johanna & Jayden recommend contacting the venue to ensure they are equipped with the correct gear to host speeches prior to the event. Should the client need to borrow Johanna & Jayden's gear for speeches, the performers should be made aware of this via email prior to the event. Disorderly/intoxicated persons will not be permitted to borrow any gear or enter the performance space.

Should the client/s request playlist services post-dinner (with the inclusion of borrowing the artists' PA system), guests are under no circumstances permitted to control or approach the artists' PA system, mixing console or instruments at any time.

6) Equipment Damages

If the client or associated guests damage any equipment or belongings of the performers, they will incur an invoice outlining the damages made and the fees applicable. This will need to be paid within 24 hours of any damages made in order to allow the artists to replace/repair items for following performances.

7) Performer Meals

For Platinum and Reception Packages, Johanna & Jayden ask the clients to provide performer meals. The performers will play whilst guests eat main meals, and providing this aligns with the time sheet, Johanna & Jayden will eat their meals after guests have finished eating during their break. The performers do not have any dietary requirements.