

# Terms of Booking

## *Elise Care Home Entertainment*

Thank you for booking Elise Care Home Entertainment. These terms and conditions apply to all bookings and form part of the agreement between Elise Care Home Entertainment ('Elise') and the booking party ('the Client'). By confirming a booking, the Client agrees to these terms.

### 1. Booking Confirmation

A booking is confirmed once the Client has agreed to these terms of booking, either in writing (including email) or verbally. No deposit is required. Upon confirmation, Elise will provide written confirmation of the booking details including date, time, venue, and agreed fee.

### 2. Performance Details

The standard performance duration is one hour, unless otherwise agreed in advance. Performances include live singing entertainment tailored to care home residents, which may include sing-along sessions, themed entertainment, and dementia-friendly music sessions.

Elise will arrive at least 15 minutes before the scheduled performance time to allow for setup.

### 3. Equipment

Elise provides all necessary equipment for the performance, including PA system, microphone, and backing tracks where applicable. The Client is required to provide:

- Access to a suitable performance space
- Access to at least one electrical socket for the speaker system
- A safe and clear area for equipment setup

### 4. Fees and Payment

The performance fee will be agreed at the time of booking and confirmed in writing. Payment is due on the day of the performance or within 7 days of invoice, unless otherwise agreed in advance.

Payment may be made by bank transfer, cheque, or cash. Bank details will be provided on the invoice.

### 5. Travel

All travel costs are included in the agreed fee. No additional travel charges will be applied.

### 6. Cancellation by the Client

The following cancellation policy applies to all bookings:

**Rebooking within 3 months:** If the Client cancels but rebooks within 3 months of the original booking date, no cancellation fee will be charged.

**Cancellation with 4 weeks or more notice:** A cancellation fee of 50% of the agreed fee will apply.

**Cancellation with less than 4 weeks notice:** The full agreed fee (100%) will be payable.

All cancellations must be communicated in writing (including email or text message).

## 7. Cancellation by Elise

Elise reserves the right to cancel a booking in the event of illness, emergency, or circumstances beyond her control. In such cases, the Client will be offered an alternative date at no additional cost, or a full refund of any fees already paid. Elise will make every effort to provide as much notice as possible and, where feasible, arrange a replacement performer.

## 8. Insurance

Elise holds Public Liability Insurance with a limit of £5 million and Professional Indemnity Insurance with a limit of £1 million. A copy of the certificate of insurance is available upon request.

## 9. Health and Safety

Elise will comply with all reasonable health and safety requirements of the venue. The Client is responsible for ensuring the performance area is safe and suitable for the entertainment.

## 10. Special Requirements

Any special requirements, such as specific song requests, themed performances, or adjustments for residents with particular needs, should be communicated to Elise in advance of the performance date. Elise will make every effort to accommodate such requests.

## 11. Amendments to Booking

Any changes to the booking (date, time, or performance requirements) must be agreed in writing by both parties. Changes are subject to availability.

## 12. Contact Details

### **Elise Care Home Entertainment**

Phone: 07513 049520

Email: [elisethecarehomesinger@gmail.com](mailto:elisethecarehomesinger@gmail.com)

Website: [www.elisethecarehomesinger.co.uk](http://www.elisethecarehomesinger.co.uk)