

## 1. Booking & Payment

1.1 Confirmation: A booking is considered "Confirmed" only upon receipt of a 25% non-refundable deposit and a signed copy of these terms.

1.2 Final Balance: The remaining balance must be cleared no later 2 Days prior to the event date. RoxS Events reserves the right to withhold services if the balance is unpaid.

1.3 Payment Trigger (Talent): Where talent is curated, fees are strictly contingent upon the full completion of all agreed sets. No partial payments or appearance fees apply if the set is terminated early due to Artist-related factors.

## 2. Cancellations & Weather

2.1 Client Cancellation: Cancellations made within 7 Days of the event will incur the full booking fee.

2.2 Weather Safety: As an outdoor specialist, RoxS Events reserves the right to cease operation, cover, or dismantle equipment if weather conditions (including but not limited to heavy rain, lightning, or winds exceeding equipment safety ratings) pose a risk to the public, staff, or gear. In such cases, the full fee remains payable.

2.3 Force Majeure & Ground Conditions: RoxS Events shall not be liable for non-performance due to Acts of God, National Mourning, Police instruction, or Unsuited Ground (e.g., deep mud/flooding). The full fee remains payable as the Company has reserved the date and mobilized resources.

2.4 24-Hour Right of Cancellation: RoxS Events reserves the right to cancel Artist performances without any cost or liability if the cancellation occurs within 24 hours of the start time due to adverse weather, unsafe ground, or Force Majeure.

## 3. Power Supply & Electrical Liability

3.1 Client Responsibility: The Client must provide a dedicated, stable, and safe power supply (typically a 13A or 16A supply) within 10 meters of the stage area.

3.2 Surge & Voltage Damage: While RoxS Events uses internal surge protection, the Client is held liable for any damage to equipment caused by inconsistent power, including voltage spikes, "brownouts," or surges caused by site generators or other high-draw equipment (e.g., catering units/heaters) on the same circuit.

3.3 Repair/Replacement: Damage caused by faulty site power will be invoiced to the Client at the full cost of professional repair or "new-for-old" replacement. This includes any rental costs incurred by RoxS Events to fulfil other contracts while awaiting repairs

## 4. Equipment Safety & Damage

4.1 General Damage: Any damage caused to RoxS Events equipment by the Client's staff, performers, or members of the public (including liquid spills or physical interference) will be the financial responsibility of the Client.

4.2 Security: For multi-day events, the Client is responsible for the overnight security of all equipment left on-site.

4.3 Sobriety: RoxS Events operates a zero-tolerance policy. If an Artist's sobriety compromises safety, the set will be terminated immediately.

## 5. Site Access & Setup

5.1 Access: The Client must ensure clear vehicle access for load-in and load-out. Any delays caused by restricted access may result in shortened performance times.

5.2 Floor Surface: The Client must provide a flat, stable, and dry surface for all equipment. RoxS Events will not set up on unstable ground (e.g., deep mud or steep inclines) that compromises safety.

## 6. Licensing & Noise

6.1 Performance Licenses: The Client is responsible for securing all necessary music licenses (e.g., PRS/PPL) required for the event.

6.2 Noise Control: RoxS Events maintains final authority over Front-of-House volume levels to ensure compliance with local authority noise limits and to maintain a professional atmosphere for attendees and residents.

## **7. Insurance & Professionalism**

7.1 PLI: RoxS Events maintains Public Liability Insurance up to £5,000,000. All equipment is PAT tested annually. Certificates are available upon request.

7.2 Non-Disparagement: In the event of a technical dispute or weather cancellation, the Client agrees to refrain from making disparaging public statements or social media posts regarding RoxS Events' professional safety calls.