

Terms & Conditions

The following terms and conditions apply to all bookings:

1. A Minimum non-refundable booking fee of the total booking value is required to confirm any discussed booking.
2. Cancellations of any services booked with Distinctive Music should be made in writing and received by DISTINCTIVE MUSIC no less than 28 days prior to the date of the booked event clearly stating the reason for cancellation.
3. Failure to cancel within the specified timescale will mean that the named client will be required to pay the full booking fee by the event date.
4. Payments made to Distinctive Music are non-transferable by the client and only applies to the date booked by the client.
5. The client will be held liable for the entire costs of repair or replacement in the event that any persons present at the event, damage any equipment that is provide or supplied by Distinctive Music.
6. The client will allow Distinctive Music adequate time to prepare, prior to the performance and sufficient time after to dismantle and remove the equipment from the venue.
7. All rewards that are earned at the event will remain a property of Distinctive Music.
8. Distinctive Music reserves the right to provide an alternative supplier/entertainer in the unlikely event of an unforeseen circumstance.
9. An extra fee will be applied if Distinctive Music perform in addition to the contracted hours, unless agreed otherwise.
10. The client must inform Distinctive Music if the venue of the event is not on ground floor. (i.e. – if stairs need to be used to prepare for the event.) This information must be provided to Distinctive Music at the start of the contract. Failure to inform Distinctive Music of such conditions may result in the client being charge an additional fee, which must be paid prior to the function date.
11. Distinctive Music cannot be liable in the event that any third party supplier does not arrive or supply their products and/or service on the contracted date or time. If they do not arrive or supply these services at all, you will be refunded the full amount you paid for that particular service. These services may include any service/s arranged by Distinctive Music on the client's behalf, which are not part of Distinctive Music.
12. Booking fees paid in cash must be paid in person for which a receipt will be issued.
13. Distinctive Music reserves the right to not begin the preparation of the services required until payment has been made in full.
14. It is the client's responsibility to ensure that full payment has been made, for which Distinctive Music will issue a confirmation receipt.
15. Should Distinctive Music decide to carry out the performance without a receipt of the balance then the client will automatically be charged an extra £50 late payment fee and an additional 10% interest for any pending balance amount every seven-day period, after that payment becomes overdue.
16. The client undertakes the responsibility for ensuring that Distinctive Music is given access to the venue and earthed mains electricity supply on arrival. Please notes that the amount of kilowatts must be provided for the pack the client has booked.
17. Distinctive Music will not accept any liability for power cuts, however Distinctive Music will co-operate with the venue to try and rectify the issue. If reducing the equipment booked by the client will overcome power issues at the venue the Distinctive Music is given full authority to do so without consulting the client.
18. The client understands that no compensation or price reductions will be given by Distinctive Music for power cut issues or for the reduction of equipment due to electricity power issues.



19. Distinctive Music will always give advice and recommendations on the package and equipment for the client's event, however it is the duty of the client to ensure that the package and equipment they book will fit and is sufficient for the event and venue.

Privacy Policy

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-Personal Information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

How do we store, use, share and disclose your site visitors' personal information?

Our company is hosted on siteground which also provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through sitegrounds data storage, databases and word press applications. They store your data on secure servers behind a firewall. All direct payment gateways offered by siteground and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

How do we communicate with your site visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail. 60 Station Way- IG9 6LL +44203 332 0042



How can you withdraw consent?

If you don't want us to process your data anymore, please contact us at or send us mail to: 75 Park Lane, Croydon, CR9 1XS

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at

www.distinctive-music.com

info@distinctive-music.com