

Terms and Conditions.

Please carefully read our terms and conditions document, which will apply to every booking taken.

Booking Ebb & Flow Wedding & Event Duo**Fees:**

Ebb & Flow require customers to pay a deposit when booking entertainment for weddings, corporate events or private functions. This deposit is normally the equivalent of 20% of the overall fee. This deposit is non refundable (deposit will only be refunded when the event has been cancelled by us, in which case the full deposit will be refunded immediately). Deposits must be received before any booking will be confirmed.

Final Balance:

The balance for event will be received by us on or before the date of the event. The final amount is usually paid in cash on the night, however other payment types may be available on request. The final balance will be made clear on any booking form.

Cancellation:**If you Cancel:**

0-14 Days from the event 100% of the agreed fee

15-90 Days from the event 75% of the agreed fee

91-120 Day from the event 50% of the agreed fee

91+ Days (Deposit Fee Only)

The above cancellation fees are an important part of our agreement and are accepted by you (the customer) on receipt of our contract. All cancellation fees must be paid within 10 days of cancelling the event.

If We Cancel:

In the unlikely event of the duo cancelling the agreement due to illness etc. The Duo will endeavour to offer you an alternative entertainer of similar size, style and cost, if this is unacceptable, Ebb & Flow will offer you a full refund. Ebb & Flow reserve the right to use alternative members should existing members suffer illness or injury on the day, or days leading up to the event.

Performance Times:

The performance times are agreed prior to the event. Please note that our start times are based on us having access to the performance area 1 hour before the agreed start time. Please note that the band are not responsible for venue overruns and are not obliged to play beyond the agreed finish time.

Contracts & Agreements:

Every verbal booking will be followed up by email confirmation. This protects both you the customer and us the entertainment. When you (The Customer) confirm your booking you are entering an agreement and therefore agree to these terms & conditions, which are available on our website.

Expenses:

Where the customer has agreed to cover expenses (i.e. accommodation, travel) they must be paid prior to the event. These expenses will be clearly discussed before the event.