

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 may 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 and 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 remaining balance for the 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 at time of booking (or if necessary once a deposit has been made).

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:

Verbal bookings may be followed up by email or text 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. Ebb & Flow reserve the right to change these T&C's which will be available on our website at any time.

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.