



CLOUD 9 EVENTS

TERMS & CONDITIONS



Cloud 9 Events Ltd – Full Terms & Conditions

1. Booking Confirmation

- A booking is confirmed only once Cloud 9 Events Ltd (“Cloud 9”) has received a completed booking form and a non-refundable booking deposit.
- Upon confirmation, the date and services listed will be reserved exclusively for the client.
- The balance payment is due no later than the date specified on the booking form. Late payment may result in cancellation and loss of deposit.

2. Deposit and Payment

- The booking deposit is non-refundable and secures the event date and services.
- The remaining balance must be received by the date agreed on the booking form.
- Payments can be made by bank transfer or other methods as stated on the invoice.
- A booking is not confirmed until the deposit has cleared.

3. Cancellation Policy

- All cancellations must be made in writing (email is acceptable).
- Cancellations made within the specified period before the event (as stated on the booking form) are subject to the full balance being payable.
- Deposits are non-refundable under any circumstances.
- In the unlikely event Cloud 9 must cancel due to illness, accident, or emergency, every effort will be made to provide an equivalent professional replacement. If no suitable replacement is available, all monies paid (including deposit) will be refunded in full.

4. Event Management & Timings

- Cloud 9 will liaise with the client and/or venue prior to the event to agree on access times, set-up requirements, and running order.

- The client must ensure suitable access for load-in, setup, and pack-down at the agreed times.
- Any changes to times, access, or performance duration must be confirmed in writing.
- If timings are delayed on the day for reasons beyond Cloud 9's control, the performance end time may remain unchanged unless otherwise agreed.

5. Health, Safety & Equipment Policy

- Equipment is PAT-tested, insured, and operated by qualified personnel.
- Cloud 9 maintains full Public Liability Insurance covering normal operation of all services.
- We expect venues to provide a safe, well-managed environment and to take reasonable steps to prevent guest misuse of equipment.
- Where damage or loss occurs through deliberate, reckless, or negligent behaviour by guests, Cloud 9 reserves the right to seek recovery of costs through the responsible party or venue.
- If equipment or personnel are placed at risk due to unsafe or abusive behaviour, Cloud 9 may suspend or terminate performance without refund.
- Cloud 9 will not be held responsible for interruption to services caused by venue power failure, restricted access, or unsafe conditions outside Cloud 9's control.

6. Client & Venue Responsibility

- The client (event organiser or named signatory) is responsible for providing accurate information regarding the venue, event timings, and contact details.
- The client is expected to ensure the venue is aware of Cloud 9's attendance, power and space requirements, and any special arrangements (e.g., photo/visual display screens or lighting).

- The venue is responsible for overall guest supervision, safety, and for maintaining safe conditions for entertainers, guests, and staff.
- Cloud 9 will cooperate fully with venue management and other suppliers to ensure a smooth, safe, and enjoyable event.

7. Performance Standards

- Cloud 9 will provide all agreed entertainment and AV services as listed on the booking form.
- Every effort is made to tailor music, entertainment, and presentation style to the client's preferences.
- Reasonable requests for additional songs, announcements, or running order changes will be accommodated where possible.
- Cloud 9 reserves the right to adapt performance content or volume levels to maintain a safe and enjoyable environment for all.

8. Photography & Promotional Use

- Cloud 9 may occasionally capture or receive photo and video footage from events for use on the company's website, social media, and promotional materials.
- Cloud 9 never shares private or sensitive content and will not use any material that identifies clients or guests without permission.
- Clients can indicate their preference regarding promotional use of footage on the booking form.

9. Limitation of Liability

- Cloud 9 shall not be liable for any indirect or consequential loss arising from event cancellation, delay, or non-performance caused by circumstances beyond its reasonable control (including, but not limited to, illness, equipment failure, or venue restrictions).

- In any event, Cloud 9's total liability shall not exceed the total amount paid by the client for the booking.

10. Agreement

- By signing the booking form or confirming in writing, the client acknowledges and agrees to these Terms & Conditions.
- These Terms & Conditions form the entire agreement between Cloud 9 Events Ltd and the client, superseding any prior verbal or written communication.

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