

Candy Rock Entertainment Ltd

Events Terms and Conditions



Definitions: -

Company	Candy Rock Entertainment Ltd.
Client	The individual, business, or organisation booking services.
Artist	The performer(s) booked through the Company.
Artist	The occasion for which services are booked.

Bookings & Deposits

- 1.1. A booking will only be confirmed upon receipt of a signed agreement and a non-refundable deposit of **15% of the total fee**.
- 1.2. If the remaining balance is to be paid by a means other than cash, cleared funds for the amount due must be in the designated Company bank account **the day before the event**.
- 1.3. If the remaining balance is to be paid by cash, the full amount due must be paid to the artist or their appointed representative **upon their arrival at the performance venue**.
- 1.4. No variation from the above terms can be made unless agreed between the Client and the Company in writing at the time the deposit is paid.
- 1.5. Failure to pay will result in cancellation of the booking without refund of the deposit.

Cancellation Policy

- 2.1. Cancellations by the Client must be made in writing.
- 2.2. If the Client cancels:
 - 2.2.1. More than 6 weeks before the Event → Administration fee retained, remaining deposit returned, balance not due.
 - 2.2.2. More than 4 weeks before the Event → Deposit retained, balance not due.
 - 2.2.3. Between 4 and 2 weeks before the Event → 50% of total fee payable.
 - 2.2.4. Less than 2 weeks before the Event → Full fee payable.
- 2.3. If the Company cancels due to unforeseen circumstances, deposits and fees paid will be refunded in full (except where Force Majeure applies).

Artist Performance & Substitutions

- 3.1. The Artist will perform for the agreed set length(s) as detailed in the booking agreement.
- 3.2. Set times may only be varied with the prior agreement of both the Client and the Artist where the Client has engaged the Artist directly, or the Client and the Company if the Artist is booked through the Company.
- 3.3. The Company reserves the right to substitute an Artist of similar style and standard if the booked Artist becomes unavailable due to illness, accident, or other emergency.

Technical & Hospitality Requirements

- 4.1. Where the Company is not engaged by the Client to source the venue for the event the Client is responsible for ensuring that the venue provides suitable performance space, power supply, and facilities in line with the Artist's technical rider (if supplied).
- 4.2. Where required, the Client must provide adequate sound and lighting equipment.
- 4.3. The Client agrees to provide refreshments and reasonable hospitality for the Artist in line with the agreement.

Client Responsibilities

- 5.1. Where the Company is not engaged by the Client to source the venue for the event, the Client is responsible for ensuring the venue has the appropriate licences for live music and complies with all health & safety regulations.
- 5.2. Where the Company is not engaged by the Client to source the venue for the event, the Client must ensure safe and secure access for setup, performance, and breakdown.
- 5.3. The Client is responsible for the behaviour of guests and attendees. Any disruption, abuse, or unsafe conditions will result in the Artist ceasing performance without refund.

Force Majeure

- 6.1. The Company shall not be liable for failure to provide services due to circumstances beyond its reasonable control, including but not limited to: acts of God, fire, flood, adverse weather, pandemics, strikes, civil unrest, terrorism, or government restrictions.
- 6.2. In such cases, the Company will use reasonable endeavours to reschedule the Event or provide alternative arrangements, but refunds are not guaranteed.

Liability

- 7.1. The Company shall not be liable for any indirect, consequential, or financial losses arising from the Event.
- 7.2. The Company's total liability shall not exceed the total amount paid by the Client.
- 7.3. Nothing excludes any party from liability for death or personal injury caused by negligence.

Governing Law

8. These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales, and both parties submit to the jurisdiction of the courts of England and Wales.

Candy Rock Entertainment Ltd

Music Portal Terms and Conditions



Definitions: -

Company	Candy Rock Entertainment Ltd.
Member	Any person or body that agrees to become a venue, fan or band member of the CRE Music Portal.
Fees	Any fees payable by a member either for membership or goods/services resulting from membership.
Music Portal	The site provided by Candy Rock Entertainment for the purposes of searching for local bands, gigs, uploading music and engaging or following local performers.

Membership Terms

General

1. Breach of this agreement, in part or whole, by the member, agents and / or sub-contractors indemnify the Company against any and all loss, costs, expenses and liabilities howsoever caused and may prevent future use of the portal.
2. The Company reserve to themselves the sole and absolute right to interpret these Terms and Conditions and to settle arbitrarily and determine all matters, questions or differences in regard thereto or otherwise arising out of or connected with or incidental to the Company.
3. Applicants for membership confirm acceptance of these Terms and Conditions and portal use will be based on that understanding.
4. Membership of the site is categorised in the following ways: Venue, Fan, or Band. Membership of each area carries its own independent additional set of terms and conditions as outlined in the sections titled Venues, Fans and Bands respectively.

Charge Structure

- 5.1. The Music Portal can be used by anyone free of charge (Public Access). It also provides use under both a Basic Membership agreement or a Full Membership agreement.
- 5.2. The Company provides rewards for Membership as defined in its Pricing and Benefits document published to its website.
- 5.3. The Company reserves the right to alter the Membership rewards as it deems fit.
- 5.4. Existing members retain reward benefits in place at the time rewards are revised and continue to enjoy those benefits for the duration of their unbroken active membership.

Venues

- 6.1. Venue membership is annual, quarterly or monthly and valid from date of payment. Venues will be notified 30 days prior to membership expiry date.
- 6.2. Full venue membership gives access to our peer review subsystem. The Company is not responsible for content of peer reviews beyond cleansing of inflammatory text designed to incite violence, hatred or discrimination, bad language or offensive comment.
- 6.3. Venue membership benefits are only valid during a period of active membership.
- 6.4. Where an act is booked by the Company on behalf of a venue carrying an active full membership then should the booked act become unavailable due to illness, equipment failure or some other unforeseen circumstance the Company will provide an alternative.
- 6.5. The onus is on venues without active membership, or with only an active Basic Membership, to choose the band(s)/act(s) that best suit their needs. The Company is not responsible for the venue's choice and will not provide cover or compensation due to low customer satisfaction or turnout.

Fans

- 7.1. Fans membership is upfront annual or monthly. Membership is valid from date of payment; members will be sent a reminder 30 days prior to membership expiry date.
- 7.2. Fans membership allows them to obtain early bird discounts on gig tickets and discounted merchandise – this only applies for active membership.
- 7.3. Rude or offensive comments/behaviour on the artists virtual forums will not be tolerated and result in immediate account suspension
- 7.4. The Company take no responsibility for the quality or accuracy of information posted directly by either bands or fans. Information on bands supplied by the Company is checked for accuracy with bands and venues and will be correct at time of checking.

Bands/Acts

- 8.1. Bands/Acts membership is currently free of charge. Membership is valid from date of sign up for 12 months, bands/acts will be sent a reminder 30 days prior to membership expiry date.
- 8.2. Bands/acts may use their portal entry to upload band biographies, images, music and general information on gigs or merchandise. These are subject to review by the Company and its appointed representatives prior to publication on the site.
- 8.3. Band/act information can include links to shops.
- 8.4. Bands/acts or their agents and representatives can ask the Company to undertake sales of tickets or merchandise on their behalf. Each such arrangement is subject to individually agreed terms on commencement of service based on those defined in the Company Pricing and Benefits document published to the Company website.
- 8.5. No offensive text or images will be tolerated on the site and will be removed without prior consultation.