



Terms and Conditions

1. The process of booking our musicians for your wedding is as follows:
 - a. You will be assigned an organizer, a manager and a set of musicians, depending on your requirements.
 - b. The organizer is your contact person leading up to the wedding, and the manager is the person of contact on the day of the wedding.
 - c. All payments must be made to the organizer according to the bank details provided on the invoice.
 - d. Musicians will be of at least a grade 6 level in their specific instrument.
 - e. The client will not make direct contact with the musicians.
 - f. The client will not make any payment directly to the musicians, unless instructed to do so in writing.
 - g. For any late bookings (a booking made 2 weeks or less before the wedding):
 - i. We cannot guarantee that any of our musicians will be available.
 - ii. A deposit must only be paid once musicians are confirmed by the organizer.

2. The amount quoted to the client is based solely on the musician's playing time.
 - a. A quote is issued according to the 'Total Playing Time' of the musicians; this will also appear on the invoice. Please ensure that this time is accurate to the schedule of your wedding.
 - b. The 'Total Playing Time' is continuous from the 'Musician Start Time' until the 'Musician End Time'.
 - c. Any period where the musicians are not playing during the 'Total Playing Time' will not be deducted from the 'Total Playing Time'.
 - d. The 'Musician Start Time' and 'Musician End Time' will be specified on the invoice.
 - e. The musicians will arrive 15 - 30 minutes before the 'Musician Start Time'.
 - f. If the wedding runs late, the musicians will delay the 'Musician Start Time' by a maximum of 15 minutes.
 - g. A refundable deposit of R300 per musician is charged on the quote. This amount will be kept by String Things. In the event that the musicians are required to play past the 'Musician End Time':
 - i. This extension will be referred to as 'Extra Time', and shall not exceed 30 minutes, due to other commitments the musicians may have.
 - ii. The 'Extra Time' deposit will cover the musician's fees should they have to play for longer than the 'Total Playing Time'.
 - iii. If there is no 'Extra Time', the deposit will be refunded within 24 hours of the wedding.

3. A 50% deposit is required on acceptance of the quote, and the balance is due by one week before the wedding.
 - a. The 50% deposit acts as an acceptance of the 'Terms and Conditions', as well as a booking confirmation.
 - b. The deposit is non-refundable, even in the event of a cancellation of the wedding or event.
 - c. Without payment of the remaining 50% of the quote, the musicians will not arrive at the wedding. In this event, the client will forfeit all deposits paid to String Things, including the 'Extra Time' deposit.
 - d. All payments must be made via EFT to the account specified on the invoice.
 - e. Cash payments can only be made by prior arrangement with the Organiser.

4. The music available for each instrumental group can be found at www.stringthings.co.za/music.
 - a. Music on the website is listed per ensemble or group of musicians.
 - b. Any music required beyond the music specified on the website will be charged at an additional fee of R100 per piece.
 - c. Any additional charges for music will be specified on the invoice.
 - d. Changes to the music requirements can be made after the issue of the invoice up until two weeks before the date of the wedding.
 - e. In the rare case that a requested piece cannot be provided, notice of at least one week will be given to the client.

5. In order to protect our musicians and their instruments, it is essential that the following performance requirements are met at the wedding venue:
 - a. When performing outdoors, sufficient shade must be provided by the client/venue as the musicians cannot play in the sun.
 - b. In the event of rain, the musicians will need to stop playing and move indoors or under sufficient cover to protect their instruments.
 - c. Chairs must be provided for all musicians.
 - d. The musicians cannot be requested to arrive more than half an hour before the 'Musician Start Time'.

6. By signing this document, you agree to all the terms and conditions specified above.

Signature: _____

Client Name: _____

Contact Number: _____

Email Address: _____

ID Number: _____