



## 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. The client will not make any payment directly to the musicians.
  - 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. For any late bookings (information form filled in two 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.
    - iii. A late fee of R500 will be included on your quote and invoice.
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'. Any period where the musicians are not playing during the 'Total Playing Time' will not be deducted from the 'Total Playing Time'.
  - c. The 'Musician Start Time' and 'Musician End Time' will be specified on the invoice.
  - d. The musicians will arrive 15 - 30 minutes before the 'Musician Start Time'.
  - e. If the wedding runs late, the musicians will delay the 'Musician Start Time' by a maximum of 15 minutes.
  - f. 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 from 'Musician Start Time', due to other commitments the musicians may have.
    - ii. If there is no 'Extra Time', the deposit will be refunded to the client within 48 hours of the wedding.

- g. The quote does not include any additional equipment, such as sound equipment, unless stated.
3. A 50% deposit of the quoted amount is required on acceptance of the quote, and the balance of the invoice is due 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.
  - 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 refundable deposit.
  - d. All payments must be made via EFT to the account specified on the invoice, and proof of payment must be sent to [accounts@stringthings.co.za](mailto:accounts@stringthings.co.za).
  - 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](http://www.stringthings.co.za/music).
- a. Music on the website is listed per ensemble or group of musicians. Any music required beyond the music specified on the website will be charged at an additional fee as follows:
    - i. R120 per American/European pop songs
    - ii. R500 per South African or traditional songs
    - iii. Other – as per cost of acquiring the music
  - b. The categorisation of the pieces of music will be at the String Things Administration's discretion.
  - 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 by String Things.
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 at an outdoor wedding, the musicians will need to stop playing and move indoors or under sufficient cover to protect their instruments.
  - c. Appropriate chairs must be provided for all musicians. Chairs must be of standard height, and not have arms.
  - d. The suitability and level of safety of the playing area is at the discretion of the gig manager.
  - e. The musicians cannot be requested to arrive more than half an hour before the 'Musician Start Time'.

6. By signing this document or paying any amount on the invoice, you agree to all the terms and conditions specified above.

Signature: \_\_\_\_\_

Client Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

ID Number: \_\_\_\_\_