



# Ace Entertainment Services

*One Stop Entertainment Shop*

Visit: [www.aceentertainmentservices.co.uk](http://www.aceentertainmentservices.co.uk) / Email: [sales@aceentertainmentservices.co.uk](mailto:sales@aceentertainmentservices.co.uk)  
Follow Us On Facebook: [www.facebook.com/acedjservices](http://www.facebook.com/acedjservices)

1: What Is The Booking Fee And When's It Due ?

**The Booking Fee Is Due Within 7 Days Of Contracts Being Issued, It's A Non Refundable Fee Which Secures Your Booking Date & Equipment Allocation. The Amount Is Normally £100 Subject To Items Booked.**

2: When Is My Balance Due ?

**After Paying Your Booking Fee The Final Balance Can Be Paid At Any Point But It Must Be Paid In Full At Least 14 Days Before Your Booking Date.**

3: How Can We Pay You ?

**We Accept BACS Transfer Or Card Payments Via Our Secure Payment Partner, You Will Be Sent A Unique Link With Each Invoice For All Card Payments.**

4: When Do You Require Our Planning Form And Playlists ?

**We Ask For These As Soon As Your Able To Get Them Back To Us, Please Don't Rush Though If Your Event Is Months / Years Away, The Absolute Minimum Is 14 Days Before Any Event Date.**

5: What Time Will You Arrive ?

**This Will Be Stated On Your Booking Agreement, We Ask For A Minimum Of 90 Minutes Setting Up Time And For Larger DJ Packages It Can Take Up To 2 Hours.**

6: Do You Accept Playlists & Requests ?

**Yes We Welcome Your Input & Playlists, We Do Ask Though That A Realistic Amount Of Songs Are Noted Ideally No More Than 50 For An Average Nights Performance Time Of 5 Hours.**

7: Can You Play Music From YouTube Or Spotify If We Give You A Link ?

**Unfortunately It's Against Copyright Laws For Us To Use Or Play Music From These Sources For Commercial Gain So We're Afraid It's A No On This One.**

8: Do You Have Insurance Because My Venue Need To See It ?

**Yes ALL Our DJ's Hold Public Liability Insurance & PAT Tested Equipment Certificates, We Ensure This And Hold Copies On File So Please Supply Your Venues Email Address And We Can Send Things Onto Them.**

Head Office:  
Unit 19 Cormorant House | Mandarin Street | Northampton | Northamptonshire | NN4 9DQ

Tel: 0845 8380763 | Tel: 07979 104755



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9: Do Your Staff Require Food ?

**If Our DJ's Or Crew Are Covering All Day Events Which Can Be 15 Hours Long Some Days Then It Would Be Nice If Some Food Was Available For Them, Evening Only Events Are Not So Important As We'd Expect Our Staff To Have Eaten Before.**

10: Will Your DJ Play For Extra Time ?

**To Ensure We're Not Going Against A Venues Policy We Will Only Play Past An Agreed Time If It's Agreed To In Advance, Venues Are Very Often Strict About Finish Times Because Of Their Licenses For Music Etc. We Respect These Rules And Don't Do The Whole "One More Song" Even If Asked Because This Can Scupper Our Chances Of Being Allowed Back To Play In The Venue.**

11: How Much Floor Space Do You Need ?

**The Very Minimum We Need Is 8ft Wide By 8ft Deep, For Bigger Packages This Will Increase.**

12: We Have Epileptic Guests, Can You Stop Flashing Lights ?

**Yes If We Know About This In Advance We Can Tailor Or Program The Lighting Accordingly.**

13: Our Venue Has Sound Limiting Equipment Installed, Have You Worked With This Before  
**We Are Very Experienced With Venues Whom Have Sound Limiters, Please Understand Though Our DJ's Won't Go OTT With Music Volumes On The Night So Please Don't Blame The DJ For Something He Or She Has No Control Over.**

14: What's Your Cancellation Policy ?

**Please Read Your Contract Terms & Conditions**

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