

# stevielee MUSIC

## Terms of service & FAQ

*Hello lovely couples, below is my Terms of Service/FAQ. If you have any questions or concerns please do not hesitate to contact me. [This has been updated for COVID-19.](#)*

### **GST**

GST will be added on top of your booking.

### **Guaranteeing Your Booking**

Your date is not secure until your deposit is paid (this will be stated on your booking invoice). Balance is to be paid at least the week before your wedding.

### **Cancellations**

If you cancel you will receive a 50% refund of your deposit (for COVID affected clients and clients of unforeseen circumstances only) If you do not meet the requirements, deposit is nonrefundable.

### **Reschedule**

Rescheduling your wedding date is free of charge. If I am unavailable for your new wedding date you will receive a 50% of your deposit back (for COVID affected clients and clients of unforeseen circumstances only) If you do not meet the requirements, the deposit is nonrefundable.

### **Client Forms**

My client form is to be completed within 2 weeks of the event, please note this is to ensure that the music you want played will be. This can be found on my website <https://www.stevieleemusic.com/client-form>

### **Entertainer**

In the event I am unable to host your function due to unforeseen circumstances, an alternate personality will be provided. Every effort is always made to assign your requested personality.

### **Set Up Time**

Set up time is inclusive in the price within 3 hours prior. In the Event that you need me to be set up more than 3 hours before your event a one off \$150 fee will be charged if on the same day. If a set up needs to be a day/s prior this is to be negotiated upon booking.

### **Weather**

I have very expensive equipment that has previously been damaged due to wet weather. Please understand I can not always set up outside as this takes time to set up and pack down. If there is wet weather damage due to being placed outside and no option for me to be undercover, there may be a fee to cover damages.

Please understand I may need to make a call to not set up outside. Your songs will still be played however, they won't be played live only through spotify.

### **Clear Umbrella Hire**

If you hire my clear umbrellas please note that if any are not returned to me they will need to be paid for.

## FAQ

### **Do you supply a wireless mic for MC and speeches?**

Yes

### **Is our videographer able to record speeches through your PA?**

Absolutely!

### **Do we meet up prior?**

This is up to you! For your day to run smoothly and for me to not have any questions, fill out your Client Form, send me your Run Sheet and I'm ready to go!

### **Can we request songs?**

Yes I can learn any song you request for your wedding.

### **Do you only play songs off your set list on your website?**

No, this is only a guide of what I usually play at pubs/weddings. I can learn any song you like for any part of your day.

### **What are the next steps once we book?**

I do not need any info from you until 1 month before your wedding date. If you want to have an idea of what to start thinking about for songs etc just jump on my website and have a look at my Client Form.

### **When do we send our Client Form?**

Please do not send your client form too early! Details of your wedding always change and it can get confusing with multiple forms with lots of different info. Please send it 2 weeks before your wedding date at the latest.

### **When is the final payment due?**

Anytime! As long as it's received before your date.

If you have any more questions please don't hesitate to ask.

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