

Event Management Terms and Conditions

BACKGROUND

These Terms and Conditions are the standard terms for the provision of event management services by **Starbrooke Events Ltd**, a **Private Limited Company** registered in England under number **16003183**, whose registered and main trading address is **21 Henrietta Street, Batley, England, WF17 5DN**.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

- **“Business Day”**: any day other than a Saturday, Sunday, or bank holiday.
- **“Calendar Day”**: any day of the year.
- **“Contract”**: the contract for the provision of Event Management Services, as explained in Clause 3.
- **“Deposit”**: an advance payment made to Us under sub-Clause 5.5.
- **“Event”**: the event for which you require the Event Management Services as described in your Order.
- **“Event Management Services”**: the event management services provided by Us to you as specified in your Order (and confirmed in Our Order Confirmation).
- **“Month”**: a calendar month.
- **“Price”**: the price payable for the Event Management Services.
- **“Special Price”**: a special offer price payable for Event Management Services that We may offer from time to time.
- **“Order”**: your order for the Event Management Services.
- **“Order Confirmation”**: Our acceptance and confirmation of your Order as described in Clause 3.
- **“We/Us/Our”**: Starbrooke Events Ltd, a Private Limited Company registered in England under number 16003183.

1.2 Each reference in these Terms and Conditions to “writing” includes electronic communications whether sent by email, text message, or other means.

2. Information About Us

2.1 **Starbrooke Events Ltd** is a **Private Limited Company** registered in England under number **16003183**.

2.2 **Registered and Main Trading Address**: 21 Henrietta Street, Batley, England, WF17 5DN.

2.3 Contact Information:

- 2.3.1 **Email:** StarbrookeeventsLtd@gmail.com
 - 2.3.2 **Telephone:** +44 7850 901139
 - 2.3.3 **Complaints Contact:** Paul Brooke, Manager, at the same address.
 - 2.3.4 **Privacy Policy:** www.Starbrookeevents.com/privacy-policy
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3. The Contract

3.1 These Terms and Conditions govern the sale and provision of Event Management Services by Us and will form the basis of the Contract between Us and you. Before submitting an Order, please ensure that you have read these Terms and Conditions carefully. If you are unsure about any part, please ask Us for clarification.

3.2 Nothing provided by Us, including sales and marketing literature, price lists, and other documents, constitutes a contractual offer. Your Order constitutes a contractual offer that We may accept at Our discretion.

3.3 A legally binding contract will be created upon Our acceptance of your Order, indicated by Our Order Confirmation. Order Confirmations will be provided in writing.

3.4 We shall ensure that the following information is made available to you before the formation of the Contract:

- 3.4.1 The main characteristics of the Event Management Services.
 - 3.4.2 Our identity and contact details (as set out in Clause 2).
 - 3.4.3 The total Price for the Event Management Services, including taxes, or how the Price will be calculated.
 - 3.4.4 Arrangements for payment and performance, including time frames.
 - 3.4.5 Our complaints handling policy.
 - 3.4.6 Details of after-sales services and guarantees (if applicable).
 - 3.4.7 Duration of the Contract and conditions for termination (if applicable).
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4. Orders

4.1 All Orders for Event Management Services from Us made by you will be subject to these Terms and Conditions.

4.2 You may change your Order after receiving the Order Confirmation, before the Event begins. We will endeavor to accommodate changes but cannot guarantee this if it incurs additional costs.

4.3 You may cancel your Order up to **7 days prior to the date of the Event**. Payments already made will be refunded within 14 days if canceled within this period. Cancellations must be confirmed in writing.

4.4 We may cancel your Order before providing the Event Management Services due to the unavailability of required personnel, materials, or events beyond Our control. Any payments made will be refunded within 14 days.

5. Price and Payment

5.1 The Price for Event Management Services will be calculated according to Our current price list.

5.2 If We offer a Special Price, it will be valid for a specified period as part of a special offer.

5.3 Price changes will not affect Orders already received or accepted.

5.4 All Prices include VAT. Any VAT rate changes between the date of your Order and payment date will adjust accordingly.

5.5 Before starting the Event Management Services, a Deposit of **[specify %]** will be required.

5.6 If your Order is canceled, your Deposit may be refunded based on the amount of work undertaken.

5.7 The remaining balance is due **upon completion of the order**.

5.8 Additional items such as expenses requested after final payment will be invoiced separately.

5.9 **Accepted Payment Methods:** We accept payment via secure online payment systems and bank transfer. Additional payment options may be arranged upon request and at Our discretion.

5.10 **Interest on Overdue Payments:** Interest will be charged at **2% per annum above the base lending rate of the Bank of England** on overdue payments.

6. Providing the Event Management Services

6.1 We will provide Event Management Services with reasonable skill and care.

6.2 Subject to payment receipt, we will deliver the Event Management Services as specified in the Order Confirmation.

6.3 We will make every effort to provide services on time but cannot be held responsible for delays caused by events outside our control.

6.4 Additional information required from you will be requested as soon as possible.

6.5 If delays or errors result from incomplete or incorrect information, additional fees may apply.

7. Cancellations by Performers or Speakers

7.1 If a scheduled performer or speaker (“Star”) cancels within **3 days of the event** or does not arrive on the day, the event will still proceed. We will make every effort to find a suitable replacement. We include this disclaimer to clarify that we are not liable for the absence of a specific performer or speaker but will provide an alternative where possible.

8. Events Outside of Our Control (Force Majeure)

8.1 We are not liable for failure or delay caused by events beyond Our reasonable control, including but not limited to power failure, strikes, civil unrest, fire, flood, natural disasters, or acts of terrorism.

8.2 If an event continues for more than **4 weeks**, you may cancel the Contract, and any refundable amounts will be returned within 14 calendar days.

9. Problems with the Event Management Services and Your Legal Rights

9.1 If there is an issue with the Event Management Services, please inform Us as soon as possible. We will attempt to resolve problems caused by Us without additional charge.

9.2 You have legal rights if we do not perform the services with reasonable skill and care, including the right to request repeat performance or a reduction in price.

10. Our Liability

10.1 We are liable for foreseeable loss or damage resulting from Our breach of these Terms or negligence but are not responsible for loss of profit or business interruption.

10.2 Nothing in these Terms limits Our liability for death or personal injury caused by Our negligence or fraud.

11. Communication and Contact Details

11.1 **Telephone:** +44 7850 901139

11.2 **Email:** StarbrookeeventsLtd@gmail.com

11.3 **Complaints:** Paul Brooke, Manager, 21 Henrietta Street, Batley, England, WF17 5DN

12. How We Use Your Personal Information (Data Protection)

Please refer to Our Privacy Notice at www.Starbrookeevents.com/privacy-policy for complete details on data protection.

13. Other Important Terms

13.1 We may transfer our rights under these Terms to a third party.

13.2 You may not transfer your rights without Our written permission.

13.3 The Contract is solely between you and Us; third parties cannot enforce these Terms.

13.4 If any provision is deemed unlawful, the remaining Terms remain valid.

14. Governing Law and Jurisdiction

14.1 These Terms and the Contract will be governed by the law of **England & Wales**. Any disputes will be subject to the jurisdiction of the courts of England and Wales.