



Terms and Conditions - 2026

These Terms and Conditions apply to all bookings with Entertainment for Hire. The event-specific quote, invoice or written booking confirmation and these Terms together form the agreement. If there is any inconsistency, the event-specific written quote or booking confirmation takes priority for that event.

1. Booking, Acceptance and Payment

1.1 A date or service is not secured by an enquiry, quote or provisional hold. A booking is confirmed only when Entertainment for Hire has received the required payment and issued written confirmation.

1.2 Unless otherwise stated in writing, a **25% booking deposit** is required to secure the event date, equipment and team. By paying the deposit or full amount, or by confirming the booking in writing, the Client accepts these Terms and Conditions.

1.3 The 25% booking deposit is **non-refundable once the booking is confirmed**, except where Entertainment for Hire cancels for reasons within its reasonable control or where a refund is required by law. Client cancellations are dealt with under clause 8.

1.4 The remaining balance is due no later than **14 calendar days before the event**. If a booking is made within 14 days of the event, full payment is required to secure the booking.

1.5 If payment is not received by the due date, Entertainment for Hire may suspend or cancel the booking after reasonable notice. Any amounts already paid will be dealt with under clause 8.

2. Pricing and Scope

2.1 All prices are exclusive of GST unless expressly stated otherwise.

2.2 Availability and quoted pricing are not guaranteed until the booking is confirmed. Once confirmed, the agreed price is fixed for the agreed scope, except for Client-requested changes, additional time, approved third-party costs, travel or access costs not reasonably known when quoted, or other variations agreed in writing.

2.3 Only items expressly listed in the quote, invoice or booking confirmation are included. Chairs, venue hire, catering, power, AV, parking, security, furniture and other venue services are excluded unless specifically stated.

3. Event Changes, Delays and Extensions

3.1 Changes to the date, times, location, guest numbers, package, equipment or staffing are subject to availability and may change the price.

3.2 A requested change of event date is treated as a cancellation/rescheduling request under clause 8 unless Entertainment for Hire agrees otherwise in writing.

3.3 If the event starts late because of the Client, guests or venue, the scheduled finish time remains unchanged unless an extension is available and agreed.

3.4 Extensions are subject to staff and equipment availability and are charged in one-hour increments unless otherwise agreed. Entertainment for Hire may require payment before the extension begins.

4. Venue Access and Client Responsibilities

4.1 The Client must provide a safe, lawful and suitable event space and obtain all venue permissions required for the services.

4.2 The Client must disclose all material access information, including stairs, lift restrictions, loading zones, parking restrictions, long carries, security procedures, narrow access, outdoor locations and required setup windows. Additional reasonable costs caused by undisclosed or changed access conditions may be charged.

4.3 The Client is responsible for ensuring sufficient space, suitable flooring, lighting and any required power are available. Outdoor equipment must be protected from rain, excessive wind and other conditions that could damage equipment or create a safety risk.

4.4 Unless specifically included in the booking, chairs and other furniture are not supplied by Entertainment for Hire.

5. Casino Entertainment Only

5.1 All casino games supplied by Entertainment for Hire are for **entertainment purposes only**. No real-money wagering, cash redemption of chips, or gambling is conducted by Entertainment for Hire.

5.2 If the Client independently operates ticket sales, fundraising, raffles, auctions, rebuys, prize draws, cash handling or any activity involving money, the Client is responsible for ensuring that activity complies with all applicable laws, venue rules and licensing requirements.

6. Conduct and Safety

6.1 Clients and guests must treat Entertainment for Hire staff, contractors and equipment with respect and must follow reasonable safety directions.

6.2 Entertainment for Hire may pause or end services where there is violence, harassment, threatening behaviour, serious intoxication, illegal activity, unsafe conditions, deliberate equipment damage or another material safety risk. Where reasonably possible, the Client will be given an opportunity to remedy the issue first.

6.3 If services are ended because of the Client's or guests' conduct or breach of these Terms, no refund is due for the unused portion of the event, subject to applicable law.

7. Equipment Damage or Loss

7.1 The Client is responsible for reasonable repair or replacement costs for equipment lost or damaged by the Client, guests, venue staff or persons under the Client's control, excluding fair wear and tear and damage caused by Entertainment for Hire.

7.2 Entertainment for Hire will provide reasonable evidence of any repair or replacement charge if requested.

8. Client Cancellation, Postponement and Rescheduling

8.1 A Client cancellation or postponement must be notified in writing.

8.2 More than 14 calendar days before the event: the cancellation charge is the 25% booking deposit, which remains non-refundable. For the avoidance of doubt, cancelling more than 14 days before the event does not make the booking deposit refundable. If the Client has paid more than the 25% deposit, including where the Client has paid the booking in full in advance, Entertainment for Hire will refund the amount paid above the 25% deposit, less any non-recoverable third-party costs specifically disclosed to or approved by the Client. **Paying in full early does not make the entire booking price non-refundable where cancellation occurs more than 14 days before the event.** The Client may instead transfer the retained 25% deposit once as a credit toward a future Entertainment for Hire booking scheduled within 12 months of the original event date, subject to availability.

8.3 14 calendar days or less before the event: the full agreed booking price is due and non-refundable because staff, equipment, logistics and the event date have been committed and the opportunity to accept replacement work is materially reduced. Any unpaid balance remains payable. Any credit or date transfer within this period is at Entertainment for Hire's written discretion, subject always to applicable law.

8.4 A no-show or cancellation on the event day is treated as a cancellation within 14 days.

8.5 Any rescheduling credit is non-transferable to cash, may be used once only, is subject to availability, and must be applied to an event scheduled within 12 months of the original event date. If the replacement booking is more expensive, the difference is payable. If it is cheaper, no cash refund is due for the unused credit unless Entertainment for Hire agrees otherwise in writing.

8.6 If Entertainment for Hire cancels an event for reasons within its reasonable control, the Client may choose either a full refund of amounts paid for the affected services or transfer of those amounts to a new mutually agreed date.

9. Events Beyond Reasonable Control

9.1 Neither party is responsible for delay or failure caused by events genuinely beyond its reasonable control, including natural disaster, severe weather, civil emergency, government restriction, venue closure, major transport disruption, widespread utility failure or similar events.

9.2 The parties will first use reasonable efforts to reschedule or adapt the event. If that is not reasonably possible, payments and refunds will be dealt with in accordance with applicable New Zealand law, including any rights that cannot lawfully be excluded.

10. Third-Party Suppliers and Prize Packages

10.1 Where the Client contracts directly with a third-party supplier following a referral or introduction from Entertainment for Hire, that supplier's services are a separate contract and Entertainment for Hire is not responsible for that supplier's performance.

10.2 Where a third-party service or prize package is expressly included in Entertainment for Hire's confirmed package, Entertainment for Hire remains responsible for supplying the agreed service or a reasonably equivalent substitute where an item becomes unavailable.

10.3 Any non-recoverable third-party cost to be charged to the Client must be disclosed or approved before it is incurred, unless it arises from an urgent Client-requested change.

11. Liability and Indemnity

11.1 Nothing in these Terms excludes or limits any right, guarantee or liability that cannot lawfully be excluded or limited, including applicable rights under the Consumer Guarantees Act 1993 and Fair Trading Act 1986.

11.2 To the maximum extent permitted by law, Entertainment for Hire is not liable for indirect or consequential loss, loss of profit, loss of revenue or loss of opportunity arising from the event.

11.3 Entertainment for Hire is not liable to the extent a loss is caused by the Client, guests, venue, a third party, unsafe conditions, undisclosed access restrictions, or the Client's failure to comply with these Terms.

11.4 The Client indemnifies Entertainment for Hire against third-party claims, loss or damage to the extent caused by the Client's breach, negligence, unlawful conduct, or the acts or omissions of the Client's guests or contractors. This indemnity does not apply to the extent the loss was caused by Entertainment for Hire.

11.5 If the Client acquires the services in trade, both parties are in trade, and it is fair and reasonable to do so, the parties agree that the Consumer Guarantees Act 1993 will not apply to the transaction to the extent permitted by section 43 of that Act.

12. Photography and Media

12.1 Entertainment for Hire may take photographs or video at an event for promotional purposes, including social media, website and marketing material.

12.2 If the Client or any guest does not wish to be photographed or filmed, the Client must notify Entertainment for Hire in writing before the event and identify any relevant restrictions. Entertainment for Hire will use reasonable efforts to comply.

12.3 Entertainment for Hire will not intentionally publish identifiable images of children or young people where appropriate consent has not been obtained.

13. Privacy

13.1 Personal information supplied for a booking may be used to quote, administer, deliver, invoice and follow up the event, and will be handled in accordance with applicable New Zealand privacy law.

14. Governing Law and Disputes

14.1 These Terms are governed by New Zealand law.

14.2 If a dispute arises, the parties will first try in good faith to resolve it directly. If it cannot be resolved, either party may use the Disputes Tribunal or other court or process with jurisdiction.

15. Entire Agreement, Variations and Severability

15.1 The confirmed quote or booking confirmation, invoice, these Terms and any later written variation form the entire agreement for the event.

15.2 Any variation must be agreed in writing. Statements or arrangements not recorded in writing do not vary the agreement.

15.3 If any provision is found invalid or unenforceable, the remaining provisions continue in effect.