



# UNREAL

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## 1. Loading and Unloading

In order to build the setup efficiently, UnrealDJ must be able to load and unload easily at the event location.

The following conditions apply:

- A paved and accessible road must be available to reach the event location. If the access road is unpaved, setup will only take place if this has been agreed in advance. If an unpaved road is encountered on the day of the event without prior agreement, UnrealDJ reserves the right not to build the setup and incurred costs will be invoiced.
- Any obstacles on the loading route, such as stairs, narrow corridors or height restrictions, must be communicated no later than 2 weeks prior to the event. If additional staff is required, a surcharge of €50.00 (excl. VAT) will be charged.
- A loading/unloading space must be available within a maximum distance of 50 meters from the event location. A parking space must be available within 200 meters. Any parking fees or permits must be arranged by the client and provided no later than 1 week prior to the event. Any fines or costs incurred will be charged to the client.

If you are unsure whether your location meets these requirements, please contact UnrealDJ in advance.

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## 2. Space for the DJ Setup

The DJ setup requires a minimum space of 4 meters wide and 2 meters deep.

There must be no obstacles such as pillars or walls directly surrounding the setup area.

If this space is not available, the client must consult UnrealDJ in advance to discuss possible alternatives.

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## 3. Power Supply

For DJ performances, at least one separate stable power group (220V / 16A) is required, unless otherwise specified. Larger setups may require a separate power connection.

The power outlet must be located within 10 meters of the DJ setup.

If the power source is located further away, the client must provide suitable extension cables.

UnrealDJ is not liable for power failures or voltage issues causing interruptions or cancellation of the performance.



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## 4. Rescheduling of the Event

If the event is rescheduled, this may be done free of charge in consultation with UnrealDJ, provided this is communicated at least 60 days prior to the original event date.

If the originally booked DJ is unavailable on the new date, UnrealDJ will provide a suitable replacement DJ.

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## 5. Cancellation of the Event

In case of cancellation, the following cancellation fees apply:

- 6 months to 4 weeks before the event: 30% of the invoice amount
- 4 weeks to 7 days before the event: 50%
- 7 days to 24 hours before the event: 70%
- Within 24 hours before the event: 100%

The client is advised to consider cancellation insurance.

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## 6. Termination of the Agreement

UnrealDJ reserves the right to postpone or cancel the execution of the agreement in case of exceptional circumstances, including but not limited to death, bankruptcy, or serious business disruptions.

In such cases, costs for the client will be waived. Any costs already incurred by the client cannot be reimbursed by UnrealDJ.

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## 7. Force Majeure

In case of force majeure, UnrealDJ is entitled to suspend or terminate the agreement without liability.

Force majeure includes, but is not limited to: illness or accident of the DJ, technical failures, vehicle breakdowns, extreme weather conditions, government measures, strikes, power failures, fire, or other circumstances beyond the control of UnrealDJ.

UnrealDJ will make every reasonable effort to provide a suitable replacement or solution.

If performance is not possible, paid amounts will be refunded without any further compensation.

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## 8. Complaints and Technical Issues

Complaints regarding the performance must be reported immediately during the event so adjustments can be made on-site.

Technical malfunctions will be resolved as quickly as possible on location.

If the malfunction cannot be resolved during the event, UnrealDJ will seek an appropriate solution after the event.

Malfunctions caused by guests, staff, venue facilities or external conditions do not entitle the client to compensation. Additional costs for repairs or troubleshooting (from €25.00) may be charged.

Complaints must be submitted in writing within 7 days after the event. After this period, all rights to compensation expire.

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## 9. Payment

Invoices will be sent by email. The client is responsible for checking spam folders.

Full payment must be completed no later than the day of the event, unless otherwise agreed in writing.

If payment has not been received in time, UnrealDJ reserves the right to postpone or refuse performance until payment is received.

For each payment reminder, an administration fee of €4.95 will be charged.

After three reminders, the claim will be transferred to a collection agency. All additional costs will be borne by the client.

Any changes to invoicing details after invoice issuance will be charged €4.95 administration costs.

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## 10. Additional Playing Time

Additional performance time is available at the following rates:

- 1 hour – €75
- 30 minutes – €40
- 15 minutes – €22.50

Additional time must be paid before continuation of the performance.

Without mutual agreement, the performance ends at the scheduled time.

UnrealDJ is not responsible for any additional venue-related costs.

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## 11. Deposit and Booking Confirmation

For bookings with an invoice amount above €450, a deposit of €100 is required.

This deposit must be paid within 7 days after receipt of the quotation.

Upon receipt of the deposit, the event date is considered officially confirmed by both the client and UnrealDJ.

Until the deposit has been received, UnrealDJ reserves the right to release the reserved date to other clients.

If the deposit is not paid in time, the reservation will automatically expire.

After confirmation by deposit, the cancellation conditions in Article 5 apply.

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## 12. Liability

The client may be held liable for damage to UnrealDJ's property in the following cases:

- Damage caused by guests, visitors or staff
- Damage caused by poor power supply
- Damage caused by weather conditions without adequate protection

Damage costs will be invoiced accordingly.

UnrealDJ's liability is limited at all times to the amount paid out by its liability insurance, including any applicable deductible, and shall never exceed the invoice amount of the respective event.

UnrealDJ is not liable for indirect damage, consequential damage or business losses.

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## 13. Music Licensing (BUMA / STEMRA / SENA)

The client is responsible for arranging and paying all required music licenses unless the venue has confirmed in writing that these rights are already covered.

UnrealDJ cannot be held liable for fines or additional charges related to music licensing.

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## 14. Permits and Sound Regulations

The client is responsible for obtaining all required permits, including permits for sound, parking, loading and unloading.

If the event must be ended early due to missing permits, noise complaints or police intervention, the full invoice amount remains payable. UnrealDJ cannot be held liable for this.

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## 15. Photo and Video Recordings

During the event, photo and video recordings may be made by or on behalf of UnrealDJ.

The client grants permission to UnrealDJ to use this material for promotional purposes, including website, social media and marketing materials.

If the client or attendees object, this must be communicated in writing prior to the event.

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## Final Provision

These General Terms and Conditions apply to all agreements with UnrealDJ.

In case of discrepancies, the Dutch version shall prevail unless otherwise agreed in writing.