

The following conditions apply to all bookings for performances of SweetDreams touring shows for schools, private bodies and corporate clients.

The Booking Agreement

That we, SweetDreams Interactive Theatrical Events, shall, on receipt of suitable deposit, perform the agreed show on the given date and time as set out in the booking confirmation.

The performance date and time will be set by both parties, and the time-slot secured by the above agreed deposit, which must be received within 7 days of the booking being made to finalise the booking.

The performing company will arrive and require access to the performance space 90 minutes before start to build the stage area. It is requested that a clear route be allowed to carry the large and heavy equipment to space. It is the responsibility of the venue to ensure adequate seating is in position for the audience members.

Where within the control of the company, the performance will begin and finish within 5 minutes of the advertised times, but the company takes no responsibility for delays caused by external parties.

The company will take no more than 90 minutes from the end of the performance to pack-down the stage area and leave the venue.

All monies owed to the company must be paid by BACS or direct transfer and be received by the due date to avoid late-payment fees. All cheque payments will be liable to a 10% administration fee. Please remember that payment is not considered received until the funds have cleared into the company account. Please allow extra time for cheque payments to avoid late-payment fees.

Late-Payment fees are applied to all accounts with 48 hours of payment being delayed. A fee of 10% is added within the first 48 hours, and cumulatively every 7 days there-after for 4 weeks. After 30 days from the due-date, the cumulative fee will increase to 20%, with additional increases of 5% every 28 days thereafter until the full payment is met.

Bookings made under the "Early Bird" offer must be made by the deadline date, and deposits received within 7 days.

Should the deposit not be cleared on time, the booking will become void. Once confirmation has been received, the remaining sum must be cleared in full by the given date, or the booking will automatically revert to our normal pricing structure and a new invoice shall be issued. Our normal terms of cancellation shall apply.

Terms of Cancellation

From the point of booking, the customer has 7 days before the deposit payment is due to cancel the agreement. After receipt of the deposit, the company shall require 14 days notice to cancel the performance. At this time, the deposit will remain non-refundable but no further costs shall be incurred. If given notice is less than 14 days, then 30% of the remaining sum will be due to cover costs and to pay staff a severance for loss-of-earnings. If less than 7 days notice is given, then the performance must be paid for in full and under our usual terms (see above).

SweetDreams can, with 21 days notice, request the cancellation or movement of a show to a date suitable to the client, and only in consultation with the client. If less than 21 days notice, but more than 14 is given, then the alternative date is offered at a reduced price, or a full refund given. If the notice period is less than 14 days, then the alternative date will be offered at half price, or a full refund. Cancellations made within 48 hours will result in a full refund and a free performance at a later date of any SweetDreams touring product and workshop package.