



Shine Bright Entertainments Terms and Conditions January 2020

- 1. Shine Bright Entertainments** is a sole trader operated by trained, experienced Equity and Spotlight registered professional actor and performer, Glynis Wozniak.
- 2.** Glynis Wozniak has public liability of £10 million through actors' union, Equity.
- 3.** All shows are one hour long and designed to uplift young and older people in the community through care homes; sheltered housing; day care units and dementia groups as well as children in schools; nurseries and kindergartens. Longer or shorter shows can be arranged at the time of booking.
- 4.** Our onus is on engaging audience members and our style is warm and personable. We mix appropriately with the audience and this has brought us a solid reputation that achieves positive results amongst residents.
- 5.** At the time of booking, please ensure you provide a correct email address and give full contact details, including a telephone number. Shortly after booking your performance, you will receive an email confirming your booking along with a poster displaying the time and date of the performance for you to print and display to encourage attendance. Please reply to this email advising how and when payment will be made.
- 6.** Family members and visitors are most welcome to attend and the venue is welcome to utilise the performance as a fundraiser.
- 7.** In order to ensure that we can continue trading, please be advised that payment is strictly required with 1 week of the performance date.
- 8.** If this is not possible, an automatic surcharge of £10 will be added to the invoice. The late fee payment must then be made within 4 weeks.
- 9.** A notice of cancellation of 48 hours minimum is required. Full payment is required beyond this. (Please see below for Christmas show cancellations.)
- 10.** We may on occasion ask if you could be flexible to change performance dates; however, you are under no obligation to do so.
- 11.** If we were required to postpone a performance, which would only be under exceptional circumstances, you would receive priority re-booking.

- 12.** We will call on the day, or a day or two earlier as a reminder and to confirm our attendance. Please be advised that we require full payment if we arrive and staff are not expecting us.
- 13.** Please be advised that if we call to confirm attendance and the venue has decided to cancel without informing us, or without giving us 48+ hours cancellation, a fee of £40 will be payable. If this is less than 24 hours, full payment is due.
- 14.** On the day, we will arrive 20-30 minutes ahead of time. We will always call en route in the case of traffic disruption; weather issues stalling us, etc.
- 15.** Upon arrival, as we set up, a visual risk assessment will be carried out. We will ensure all equipment is safe and does not block fire exits or pathways used by residents or staff. Where necessary, we will move our backdrop and/or PA equipment if the assigned area is considered unsafe or unsuitable.
- 16.** Please be advised that for insurance purposes, the performer is not to be left alone with residents.
- 17.** Staff or residents should not hold on to the portable backdrop or walk behind it for H&S reasons.
- 18.** Residents are warmly encouraged to sing along and dance when able. However, staff are requested to assure the safety of the performer if the resident is seen to be over-excited, unsteady or acting inappropriately/dangerously.
- 19.** For Health & Safety reasons; to avoid disruption and help residents focus, we request that snacks and drinks are not served during a performance. If residents expect refreshments at that time, please serve these before or after the show. A short interval can sometimes be pre-arranged for an additional fee.
- 20.** Cancellations for Christmas shows must be made at least four weeks in advance; otherwise payment in full is expected.
- 21.** Christmas shows are payable on the day, or in advance. If paying by BACS for Christmas shows, please ensure payment will have cleared by the payment date. A late charge of £15 is payable beyond this.
- 22.** For your privacy and Data Protection, please be assured that your contact details and email address will not be disclosed to any third party.

Shine Bright Entertainments

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