

## FREQUENTLY ASKED QUESTIONS

We hope you'll find the following information useful but if you have any further queries, please don't hesitate to ask.  
(Statement Lighting – Please see individual info attachments for specific FAQ's.)

### Q. What do you wear?

- We all dress smartly in blue, grey and white with our own twists.
- We dress in style and comfort so we can perform effectively and engage with guests on stage.

### Q. What are your space and power requirements?

- We're used to fitting into all kinds of spaces and can adapt where necessary, to deeper if width is narrower.
- The band (inclusive of sound engineer /DJ) requires a minimum space of 2m deep x 4m wide and providing it's flat and dry, that's great!
- *Using a dance floor company? – Please advise them we'll need 2m space between wall and dance floor or we can place our front line on the dance floor if needed.*
- For power, we require the use of 2 x 13-amp mains sockets minimum.
- Power usage info can be provided on request if a generator is to be used.
- Pianist/Acoustic Duo/Solo Singer – 1x13amp socket min.
- Statement Lighting – please see lighting attachment for info relating to individual products.

### Q. Do you bring lighting and a stage?

- We'll provide some lighting as standard for the band's performance area and immediate dance floor area, so standard lighting for music side included.
- **Please note: Our lights move! Please advise us in advance if one of your guests have photosensitive epilepsy.**
- We have a wide range of decorative 'Statement Lighting' which can be hired – Please see further below.
- We can hire a lighting engineer for large functions to provide extensive lighting and effects upon request.
- We do not provide a stage as many venues supply these themselves.
- We do not require a stage to perform on - Providing the surface is dry and flat, we're happy!
- If venues have staging available/is being hired in, please refer to space requirements outlined above.

### Q. Do you have Insurance and is your equipment tested?

- The band and sound engineer both hold Public Liability Insurance, and we aim to have electrical equipment P.A.T. tested every two years. Copies available on request.
- (Also applies to 'Statement Lighting' hire.)

### Q. Do we need to provide room, food & refreshments?

- **Changing** - We require an area away from public view and of reasonable dimensions to allow changing of costumes/storage of personal belongings. (Preferably not toilet or kitchen areas.)
- **Drinks** - Please arrange for some jugs of fruit squash to be provided for us throughout the evening and for some food to refuel.
- **Food** - This could be either a little access to the evening buffet/pizza/hog roast etc. (providing this is not a cheese buffet alone), or if you'd prefer, a separate light meal of sandwiches/pizza/chips etc. if venue provides supplier meals, prior to the start of music (while we're setting up). **Polite request:** If the former and food is to be served mid band set, please arrange for some to be plated up and set aside for us, so we can quickly nab a bite to eat within the short DJ set. This is very much appreciated and essential to keep our energy levels up!
- There are **six guys in total, and one is a vegetarian (one of Acoustic Duo)**. If we could please be made aware on the night of where to collect their drinks/food if being plated, that would be great.
- This applies to **all** bookings for the evening as on site for at least 7 hours and often traveling through the afternoon to reach a venue.
- Where Acoustic Duo, Pianist or Solo Singer are hired to provide daytime music, food and drink in addition to the above will be required.

Q. Our venue has a sound limit/limiter of 90 decibels or sound ceiling...will this a problem and how will your performance differ?

- No problem at all! We're always more than happy to work with venues regarding their requirements and adhere to their regulations.
- As we're primarily a functions band performing for private events such as weddings, corporate events, charity functions, parties etc rather than a 'pub' type band, we pride ourselves on being sound sensitive.
- Our ethos is to create a get party atmosphere while not being too loud so that guests taking a brief break from the dance floor area can chat and catch up.
- We're fully self-contained with all our own equipment and often perform at venues with sound ceilings (silent stage) or sound limiters to perform through (including traffic light systems) and are experienced and competent in doing so and are recommended to couples by venues as a result.
- We're well supported by our sound engineer during the sound check process and also throughout the performance as he continues to monitor volume and best quality sound.
- All our sound is controlled through our sound desk using Direct Injection and while we use an acoustic drum kit, this has been chosen specifically with our private performances/venues in mind and is a 'quiet kit' to reduce acoustic sound and monitors controlled via the sound desk to adjust volume. In addition, we can also use 'quiet sticks' if needed.
- We'll ask you to request details from your venue regarding.
- **Sound limit/sound limiters** - Where a sound limit is advised, we'll request you ask your venue in advance whether their requirement involves a sound ceiling/sound limit or sound limiter, the dB limit and approx. distance from performance area this is measured, for our planning and then welcome communication from them with our sound engineer on the night. We often perform at several venues with sound limiters in place which we're required to perform through and as we're experienced and confident in doing so, we're kindly recommended as a result. (Sound limiters at most venues are set at approx. 90-95 dB.) We are aware that some bands do try to bypass venue sound limiters, but this is not something we do. We're confident performing through a sound limiter and our sound engineer manages sound levels accordingly.
- **Please be aware** - in addition to there being a difference in the volume of sound when performing through a sound limiter, the type of sound will also differ as bass levels/frequencies are reduced. As a result, the party atmosphere is made more prominent just at the front where the dance floor is rather than being maintained all the way to the back of the function room.
- On a couple of previous occasions, guests have triggered a venue sound limiter with the volume of their combined vocals as they sang along with the songs we were performing. We do not accept responsibility for sound limiters being triggered in this way.
- We have in the past at a couple of venues, been asked by guests to turn up the volume as they would prefer it to be played louder and have explained that we're unable to do so due to venue requirements. We hope you can appreciate that we will continue to adhere to venue sound requirements.
- **Sound ceiling** – Where venues have a sound ceiling in place (sometimes a 'Zone Array' system), we are essentially required to perform with a 'silent stage' using an electric drum kit and no amps/acoustic sound, so that *all* sound is controlled fully through the venue system with speakers overhead at the dance floor area, which concentrate the sound specifically in this area, rather than away from the dancefloor.
- (Depending upon the layout of your venue, this may mean the music will not travel to other areas such as bar areas etc to naturally entice guests back to the dance floor while they're away from this area.)
- Again, we're experienced and competent in performing through a sound ceiling and are happy to speak with your venue to reassure them/sign to say we agree perform through their sound ceiling, should they require us to do so.

Q. When do you set up and how long does it take?

A. **All events:**

- The band require a minimum of 70 minutes to set up and sound check, which involves moving of equipment, cabling, lighting, sound check of instruments and a couple of songs, so completed prior to the arrival of guests to the function room. This is followed by a quick change into outfits. For example, based on a 7.30pm start to the event, we would begin to arrive from 5.45pm to ensure we're on site in plenty of time, (in case of unforeseen circumstances such as traffic, equipment change etc.), to set up and sound check, (with access to do so by 6.20pm latest).

**Weddings:**

- **Standard set up** (directly prior to the start of the evening reception, i.e., **as above**) – Included within *standard wedding package*. This applies if your wedding breakfast and evening reception are being held in different rooms OR we can set up behind a curtain/partition in the venue and sound check after speeches, OR if there is a 'turn around' period between the two, when your guests vacate to another room in the venue, in which we can set up and sound check for 70mins min. (However, we may be able to reduce this to 60mins, if we were familiar with the venue and access from unloading into the performance area is direct.)
- **Early set up** (directly prior to the start of the wedding breakfast, when this is due to start after 1.00pm) - £225.00 (Saturdays, Sundays, BH's only) – This is **only** required when there is not a period of 70mins in which we can set up directly prior to the evening reception and *if none of the above standard set up examples apply*. Having set up pre wedding breakfast, we may still need to run a quick sound check prior to eve music.

- **Early set up+** (directly prior to the start of the wedding breakfast when this is due to start before 1.00pm or before drinks reception or ceremony if starting before 1.00pm.) - £300.00 (Saturdays, Sundays, BH's only) – This is **only** required when there is not a period of 70mins in which we can set up directly prior to the evening reception as per *standard examples* above OR directly prior to wedding breakfast (where this is due to start after 1.00pm). Having set up pre-wedding breakfast/drinks reception, we may still need to run just a quick sound check directly prior to eve music starting.
- **Please note** - The above *early/early setup* + fees are added to the total fee to reflect our earlier arrival time. We try to avoid the extra charge whenever possible, so we'd advise checking with your venue to see if yourselves and guests can retire to a different indoor location within the venue such as a bar/lounge area during this period, so we can prepare or if there is a partition behind which we can set up as discreetly as possible, pausing prep for speeches and only sound check after speeches. Venues often require this period to 'turn around' the room in readiness for the reception.)
- **Pianist / Solo Singer** - 20mins to set up.
- **Acoustic Duo** - 30mins to set up.

Q. [What if dinner/speeches overrun and delay the start of music?](#)

- Wedding breakfasts, speeches, dinners, awards often take longer than anticipated and overrun on the day, leading to access to set up and the evening reception/music starting later than planned. This is no problem at all!
- Once we have set up (70 mins min), we will quickly change into outfits while we have some music playing via our sound desk and just adapt the set timings to suit the timeframe, by reducing the DJ sets where necessary to a minimum of 10mins each to enable us to perform as much of the live sets we have planned as possible for you.

Q. [Will you provide music during our wedding breakfast/meal and a microphone for speeches/auctions?](#)

- If *standard set up* directly prior to evening reception (as outlined above) is not possible as in the same room, without turn around or curtained/partitioned section, and we're therefore required to set up prior to your meal in the same room where you'll be eating, we can provide use of our pre-recorded background music (approx. 3hours looped of chilled easy music) and 1x radio mic for you to use via our sound desk throughout your meal/speeches (at no additional charge).
- The bands microphones are cabled and set up/sound checked ready for their use only.
- We'll just need you to arrange for someone (bridal party/venue rep etc.) to meet us for a few mins once we've set up, to show them how to start/stop these before we vacate for the afternoon.
- The background music can then continue whilst your wedding breakfast/speeches/meal finish and evening guests arrive, ready for when we come back for the evening and music is due to begin via our sound desk.
- **Please note:** This **only** applies when *early set up* OR *early set up+* are the only options for us to set up. As outlined above, this is **only** required when there is not a period of 70mins in which we can set up directly prior to the evening reception and *if none of the above standard set up examples apply*.
- **If we're setting up directly prior to your evening reception and you would like use of a mic for speeches, please contact us.** We may be able to provide hire of a PA system during this period at a fee depending upon availability/location.
- **Alternatively, live music can be provided** during your wedding breakfast c/o our talented **Pianist / Solo Singer / Acoustic Duo**. (Please see below.)

Q. [Who is the pianist and how do we book him?](#)

- The band's pianist is an accomplished musician and can be hired to perform at the same venue as the band to play a mix of classical and contemporary piano music in a variety of styles including cocktail jazz, pop ballads and show tunes to sensitively compliment the celebratory atmosphere.
- Pianist is available for hire at weekends and bank holidays to perform during ceremonies, drinks receptions and wedding breakfasts and is a subtle alternative to recorded music.
- Availability/start time is dependent upon venue location on weekdays due to full-time work commitments.
- Fees are very competitive, as pianist will already be on site as part of the band.
- Communication/booking will be directly through us to access the special rates and to make adding this optional extra to your hire of the band as easy as possible for you.
- Hire of Pianist to play piano will be offered as an additional option at the time of hiring the band and demo mp3's can be provided upon request.
- Timings and fee will be agreed on booking and included in The Blue Rinse contract/invoice.
- Whilst it's preferable that the pianist is booked at the time of hiring the band, this can be added to the contract/invoice a minimum of 8 weeks prior to an event availability permitting.
- Pianist is only available when hiring the band and booked directly through us.
- Deposit % etc. and payment dates as per band's payment schedule as part of the collective booking.
- **Please see 'Pianist Hire' attachment for full info, options, and fees.**

Q. [Who are the Acoustic Duo and how do we book them?](#)

- The bands lead vocalist & lead guitarist collaborate as Acoustic Duo and can be hired to perform at the same venue as the band to perform contemporary and classic songs in a relaxed style with acoustic guitar and vocals.
- Something for everyone with old songs and new for your guests to enjoy and your soundtrack to relax and soak up the atmosphere of your wedding, event, or party.
- Acoustic Duo is available for hire during ceremonies, drinks receptions and wedding breakfasts and is a fabulous alternative to recorded music.
- Acoustic Duo are currently available for hire on Saturdays, Sundays, and Bank Holidays, and will be able to perform during your event as required, except for when The Blue Rinse band will be setting up and sound checking so, they can join preparations.
- Acoustic Duo weekday availability/start time is dependent upon venue location due to full-time work commitments.
- Fees are very competitive, as Acoustic Duo will already be on site as part of the band.
- Communication/booking will be directly through us to access the special rates and to make adding this optional extra to your hire of the band as easy as possible for you.
- Hire of Acoustic Duo to perform will be offered as an additional option at the time of hiring the band and demo mp3's can be provided upon request.
- Timings and fee will be agreed on booking and included in The Blue Rinse contract/invoice.
- Whilst it's preferable that this is booked at the time of hiring the band, this can be added to the contract/invoice a minimum of 8 weeks prior to an event availability permitting.
- Acoustic Duo is only available when hiring the band and booked directly through us.
- Deposit % etc. and payment dates as per band's payment schedule as part of the collective booking.
- **Please see 'Acoustic Duo' attachment for full info, options, and fees.**

Q. [Who is the Solo Singer and how do we book them?](#)

- The bands lead vocalist can be hired to perform at the same venue as the band, to perform smooth & subtle solo vocals with arranged backing music.
- Something for everyone with old songs and new for your guests to enjoy and your soundtrack to relax and soak up the atmosphere of your wedding, event, or party.
- Solo Singer is available for hire during ceremonies, drinks receptions and wedding breakfasts and is a fabulous alternative to recorded music.
- Solo Singer is currently available for hire on Saturdays, Sundays, and Bank Holidays, and will be able to perform during your event as required, except for when The Blue Rinse band will be setting up and sound checking, so they can join preparations.
- Solo Singer weekday availability/start time is dependent upon venue location due to full-time work commitments.
- Fees are very competitive, as Solo Singer will already be on site as part of the band.
- Communication/booking will be directly through us to access the special rates and to make adding this optional extra to your hire of the band as easy as possible for you.
- Hire of Solo Singer to perform will be offered as an additional option at the time of hiring the band and demo mp3's can be provided upon request.
- Timings and fee will be agreed on booking and included in The Blue Rinse contract/invoice.
- Whilst it's preferable that this is booked at the time of hiring the band, this can be added to the contract/invoice a minimum of 8 weeks prior to an event availability permitting.
- Solo Singer is only available when hiring the band and booked directly through us.
- Deposit % etc. and payment dates as per band's payment schedule as part of the collective booking.
- **Please see 'Solo Singer' attachment for full info, options, and fees.**

Q. [How do we find out more/book 'Statement Lighting'?](#)

- We have a range of additional lighting available for hire to create a wow factor, personalised messages, extra impact on the dance floor and ambience to quieter areas, including both freestanding and tabletop options.
- Communication/booking will be directly through us to access the special rates and to make adding this optional extra to your hire of the band as easy as possible for you.
- This will be offered as an additional option at the time of hiring the band and fees are very competitive, as we'll already be travelling to the venue as part of the band.
- Product and fee will be agreed on booking and included as an addition in The Blue Rinse contract and invoice.
- This can be booked at the time of hiring the band or added to the contract/invoice a minimum of 8 weeks prior to an event availability permitting. (Product availability permitting.)
- Deposit % etc. and payment dates as per band's payment schedule as part of the collective booking.
- **Please see 'Statement Lighting' attachment for full info, options, images, fees & FAQs.**

Q. [Can I request a first dance?](#)

- **Weddings only** - We request your first dance by 8 weeks prior to your wedding date.
- We're more than happy to learn your choice of first dance providing it is suitable for us to do so and within our vocal range.
- In our 21 years this has only not been possible on a handful of occasions as they involved female extremely high vocals, female duet and full orchestral background or highly produced sound.
- If you would like a particular song as your first dance, which is not suitable for us to perform ourselves, we'll be glad to arrange for the DJ to play the original version of the song for you as an alternative.
- Depending on the song, we may be able to play an acoustic version of a more up-tempo song initially and transition to the more up-tempo as per the original, which also works well where we're inviting guests to join couples on the dance floor at a natural point within the song, (although we can advise on where the natural point for us to invite guests within all songs, even if the song is played at one tempo - if you would prefer not to dance to the sign in full as a couple throughout).
- We also provide a list of example first dances we have performed over the years in case it helps with inspiration 😊

Q. [Can I hear/have a recording of your performance of our first dance song in advance?](#)

- We will begin to learn your first dance song approx. 8-6 weeks prior to your wedding date.
- We'll learn our individual parts separately to begin with and then rehearse the song as a band together (if needed).
- We have been asked to record first dance songs in the past and in our experience, if the band were to finally rehearse the song together as a group, we would not have the facility to do so other than a mobile phone so would be of poor quality and sadly would not do justice to our live performance, as it would not be a true reflection of the standard of music and sound that will be heard on the night.
- Were we to provide a poor sound quality representation of the bands performance, this could potentially result in a change of heart from those who requested the song, which as we're sure you can appreciate, we would have invested a great deal of time and care in to learn and rehearse during the weeks in preparation for the live performance.)
- **Please be rest assured** - we completely understand the importance of a first dance for a couple at their wedding and would only confirm that we can learn/adapt/performance a requested song for a first dance if we absolutely felt we could do the song/performance justice.
- If we were not certain regarding a request, we would always politely explain why, decline, and offer alternative live options.
- In addition to having provided adapted versions of first dance songs for couples, we also design and include our own 'mash up's/medley's' into our sets, so are well experienced in adapting and re-engineering songs too, if needed.
- As couples plan so much for their wedding day and so know many of all the little details, we also feel our first dance performance for couples is a fab surprise to be held back for them and enjoyed on the day itself! :-)  
(Very kindly reflected in our testimonials too :-))

Q. [How can we practice our dance routine for our first dance?](#)

- If you're having dance lessons/performing a choreographed routine for your first dance and you've asked us to perform your choice of song live, please provide us with the link to the version you will be rehearsing to when the first dance song is first agreed with us. (This includes the link for a slower tempo acoustic version, if this is your preference instead of the original version.)
- Please keep in mind that whilst we will perform this as close to the original as possible for you with tempo and beats etc., we are unable to guarantee that it will be replicated 100% exactly, due to the nature of a live performance.
- However, should there be any change to tempo it would be extremely slight and therefore not affect your dance routine in any way as this is based on the beats of the song.
- We're unfortunately not able to offer the option to rehearse a dance with us at a rehearsal due to time constraints and we do not offer recordings of our performance in advance – please see above.
- Alternatively, if you'd prefer to practice and perform your first dance to the original song played by our DJ at your evening reception, we'll be happy to arrange this for you.

Q. [Can I include a Father & Daughter dance?](#)

- No problem at all! If you have a particular song in mind, let us know and we'll confirm whether we perform this regularly.
- If so, this will be performed following your first dance.
- If we do not regularly perform the song, the DJ will play this instead as the 1st song of his 2nd set - In this instance, we've found this works best to maintain the flow of live music. (If it were played straight after the first dance, the music would start with DJ playing, change to the band kicking off the live music with the first dance song, then stop for the DJ to play the one song and then back to the band again for the rest of their first live set, which would be quite disjointed.)
- If you'd prefer your father & daughter dance after your first dance, we can suggest song options performed regularly to do so.

Q. [Do you hire a sound engineer and what is their role?](#)

- We hire one of our professional sound engineers for their sound management services for all our functions, to ensure the live music has the best sound quality possible and has the necessary volume to create an engaging atmosphere, whilst making sure that volume levels enable guests to chat and catch up.
- Our sound engineer can monitor the sound levels from anywhere in the function room while the band are performing and adjust them if/when required, enabling the band to be free to fully concentrate on engaging with guests and the performance.

Q. [Do you hire a sound engineer or a DJ and what are their roles?](#)

- We hire one of our professional sound engineers for their sound management services for all our functions, to ensure the live music has the best sound quality possible and has the necessary volume to create an engaging atmosphere, whilst making sure that volume levels enable guests to chat and catch up.
- Our sound engineer can monitor the sound levels from anywhere in the function room while the band are performing and adjust them if/when required, enabling the band to be free to fully concentrate on engaging with guests and the performance.
- **See below for how DJ songs/sets work.**

Q. [How do the DJ songs/sets work?](#)

- One of our sound engineers is a DJ as is our drummer and as they will already be on site with the band, we're therefore able to provide DJ services between the live band sets (included within fee within our *standard* timings).
- As the bands live sets are the primary source of music, the DJ services are provided to support this during their breaks.
- Whilst the DJ will be more than happy to make any announcements required, they will maintain a relatively low profile to ensure the emphasis remains with the band and the atmosphere they create through engaging with guests during their live performance.
- We supply our own DJ as it keeps equipment and space required to a minimum, to allow as much room for a dance floor as possible, in addition to ensuring that the music in the DJ sets compliments that performed by the band during their live sets (i.e., style, tempo, no repetition etc.).
- DJ will provide a varied mix too, is happy to take requests on the night from guests and will be selecting songs and their order as the evening progresses for the best flow of the evenings' music!
- As the dance floor dictates which style of songs are most popular, the DJ adjusts the sets accordingly!
- DJ will also be considering song choices and their placement to compliment those played before/after by the band.

Q. [How do the band songs/sets work?](#)

- There are three key parts to [our expertise](#), - 'song choice', 'song placement within sets' and 'performance' - all are just as important as each other and [each carefully considered for a fabulous evening of live music!](#) Our couples & event clients often kindly reference this [within our testimonials \(attached\)](#). Each set list is [unique](#) and with our [22 years' experience](#) performing at weddings and events, you can rest assured [you can trust our expertise](#) and [your evening music will be in safe hands :-\)](#)
- We specialise in choosing familiar and popular songs through the decades from a mix of genres including old favourites to current tunes, including our own medleys/mash ups. to appeal to a variety of guest ages and tastes.
- We expertly place the songs within our sets during the day or two before each event to keep them fresh, selecting/arranging/grouping songs which are best suited to follow which, to maintain the flow of the evening and often link songs where possible to create a theme and minimise pauses (if any) between songs.

- We also carefully consider song placement based on our experience, to skillfully create a natural flow throughout the evening to encourage as many guests as possible to feel comfortable, relaxed and to encourage as many as possible to get involved on the dance floor!
- We understand that clients have their own personal tastes in music and favourite songs/artists and are more than happy to incorporate some requests as outlined below!
- We also take great care to choose songs based on our extensive experience that appeal to a roomful of guests as a collective, are popular floor fillers and are most effective in engaging with as many guests as possible rather than tailored to an individual's personal taste/preference, so that we provide something for everyone to promote togetherness, a healthy dance floor, and party atmosphere!
- Where we have attached an example 'set list', please note – this is not a set 'set list', as each is unique for each event with songs differing. It is attached to provide a guide as to the variety of genres and decades we cover in general, including our own mash ups/medleys, in addition to how we structure and balance our evening music via band sets complimented by DJ for a natural flow based on our many years' experience :-)  
(Requests – please see below.)

#### Q. Can I request a song for the band/DJ?

- **Having reviewed the above re our expertise in song selection and set design...**
- We'll require a list of Top 10-30 songs by 2 weeks prior to your event date, (should you have some in mind). We email through a form for this (on confirmation of booking and again around 3 months before), with a reminder on how songs/sets/requests work.
- We require the Top 10-30 songs to be noted on the request form we provide and kindly ask that supplementary spreadsheets, further email song lists or Spotify lists are *not* provided.
- **TOP TIP 1 - For a healthy dance floor together and a party atmosphere, consider your guests** and request songs that would be familiar to them, and you feel they would enjoy dancing to!
- **TOP TIP 2 – Try to Include songs from a range of genres/decades in your request list** – guests will have different tastes and will not all be fans of the same type of music!
- **TOP TIP 3 - Create a list over coming months** in your phone/on your fridge to add to as you hear songs out and about! It's so much easier than trying to think of a list in one go!
- **TOP TIP 4 – 'Bold' highlight your 'Top 10' songs (if up to 30 requests)** so we know which are your 10 Top priority songs and we'll include as many of the others within our evening mix of music as time allows.
- **TOP TIP 5 - No need to divide between band & DJ - We'll take care of that for you...**
- When we come to arrange the band set list the day of/day before your event, any songs on your list that we then currently perform regularly will be included within the live sets and any that we do not perform live/regularly we'll arrange for our DJ to include within his sets for you.
- Your request list is also super helpful for us to have an idea of your tastes. While we'll always provide a mix of familiar and popular songs from a variety of genres through the decades; (so something for all tastes and generations), if your request list was to reflect you were particularly into 90's boy bands for example, (where songs are likely to be familiar to guests), this would also influence our sets, as we'd adjust the ratio of songs within our mix to include a few more of these from our repertoire etc.
- If you've always had a particular 'pet hate' song 'off the top of your head' that just isn't for you, or you'd rather not be played for personal reasons, let us know so it's not played during the evening.
- While we understand that clients have their own personal tastes in music and preferred genres, we may respectfully & politely ask if it's possible to decline certain requests to exclude further songs (if not personal reasons), if they are known to be popular floor fillers, so we are able to include those that we have found in our experience are the most effective in engaging with as many guests as possible and reluctant to replace with songs that we have found to be less familiar with guests and less well received to the detriment of togetherness on the dance floor, (and potentially reception of our performance).

#### Q. Can I arrange and view our set list?

- As outlined above, our careful placement of songs within sets is a fundamental part of our planning and just as important as the performance and songs themselves!
- The best songs in the wrong order could potentially interrupt the flow of dancing for guests and have a negative impact on a healthy dance floor.
- As such, we do not supply set lists for events for clients' pre-approval and kindly request that we're entrusted with choosing and skillfully arranging songs for a fabulous evening based on our professional expertise, incorporating your couple of 'not to play' and requests as above.
- We also find it's a fab surprise for clients to enjoy on the night, as they have planned so much of their events themselves and know so many little details already!

Q. Can my friend/family member perform with you/join you on stage?

- Unfortunately, we are not able to accommodate requests for friends/family members to perform (musicians/singers) during the bands period of entertainment.
- We are not able to learn/rehearse additional songs/add extra rehearsals due to time constraints, as we can be learning several first dances per week. We found from experience that there were complications with sound checks to the detriment of the sound quality/performance and it became an open invitation for other guests who wanted to join in and participate, thus impacting the planned flow of the evening.
- Whilst we're sure most friends/family can hold a tune/play an instrument well, there may be exceptions (however keen they might be) and again, from experience, even with the best of singing voices, a surprise rendition may not always be as genuinely well received as anticipated.
- As such as we're sure you can appreciate, we have a duty to our clients who hire us to provide entertainment only as per our provision and agreed with them for their event.
- In addition to this there would be insurance implications should any of the instruments/equipment be damaged when being used by a non-band member.
- **We respectfully request that guests do not enter the performance area at any time - while we set up carefully, we are familiar with the position of our equipment etc in dark surroundings. Guests will not be and there are cables and equipment, which could be tripped over or knocked over and cause harm/become damaged. While we understand guests are keen to get involved, we ask them to do so by enjoying themselves safely on the dance floor.**  
*As we're sure you can appreciate, our equipment is very expensive and as the 'tools of our trade', if they were to become damaged, as well as potentially not being able to continue with the current performance, this may also hinder our next performance(s).  
Should a guest enter the performance area, we will politely ask them to leave the area. If this continues following our request, we will cease our performance until we feel it's safe for us to continue.*

Q. Do I pay for travel expenses?

- We are based in Shefford, Bedfordshire and often travel for functions. Travel within the first 10miles of our base location is included in our starting fee and we have a fee structure in place based on mileage from our location to a venue, to reflect the return travel and time of the 6 guys.
- For locations further than 2 hours away, we will charge an additional fee to reflect overnight accommodation for the 6 guys (usually sharing two rooms in a travel lodge or similar where possible). This will be outlined prior to the booking. Additional charges may apply for parking/congestion charges etc

Q. Can I provisionally hold my date and if so, how long for?

- Dates are secured/bookings confirmed upon our receipt of signed contract and deposit.
- While we're unable to 'provisionally book' or 'hold' dates, we'll be happy to 'pencil you in' as a TBC for your preferred date for a period of up to two weeks initially, (or until the next opportunity to see us perform live if you haven't already done so), so essentially a 'first dibs' in the meantime.
- In either scenario, should we receive further interest in your preferred date in the meantime, we'd contact you to offer you first refusal to proceed and secure the date/confirm your booking.
- Should you wish to secure the date when offered first refusal, we would require info we need to arrange a contract within 48hours and a signed copy of the contract and deposit within the following 7 days, to secure the date and confirm your booking.
- Should you not be in a position to proceed & decline when offered first refusal, we'd then work on a first come first served basis, with confirmation of booking as above with all parties to be fair to all and keep all updated with any change to availability for preferred date.
- While we hope the above would not be required, as we often receive duplicate interest for dates; (which always makes us cringe!), we do have the above plan in place, to ensure we're always transparent re our availability and as fair to all as possible :-)

Q. How do I make a booking?

- Should you decide to proceed with a booking, please let us know!! Our availability is subject to change!!
- We'll then email through 'Next Steps' which outlines the info we require to arrange a contract.
- We'll require the 'Next Steps' info from you within 7 days.
- Once we've received the info, we'll arrange and email through a contract.
- We'll require a signed copy of the contract (emailed), along with the deposit (below) within 7 days of contract issued, to secure the date/confirm the booking.

Q. How much deposit do I pay and how?

- **Booked within a year of an event:**  
*Deposit* 50% of the total fee is required within 7 days of date contract issued (with signed contract returned), to confirm the booking.  
*Balance* 50% of the total fee is required 2 weeks prior to the event date (+ refundable breakages deposit if lighting hired), (to allow for clearance of funds).
- **Booked over a year in advance of an event:**  
*Deposit (a)* 25% of the total fee is required within 7 days of date contract issued (with signed contract returned), to confirm the booking.  
*Deposit (b)* 25% of the total fee is required within 12 months of the event date.  
*Balance* 50% of the total fee (+ refundable breakages deposit if lighting hired), is required 2 weeks prior to the event date (to allow for clearance of funds).
- **These payment terms also apply to hire of:** Pianist, Acoustic Duo & Statement Lighting as part of the collective booking. (Statement Lighting will incur a refundable breakages deposit payable with the balance - to be refunded once all products have been accounted for and in good order – see Statement Lighting info attachments/ask us for full details.)
- Our preferred method of payment is BACS.
- Alternatively, we can receive payment by Cheque or Credit Card
- Payment details, amounts and due dates are all outlined in the contract/invoice, and we confirm receipt by e-mail following each payment received.

Q. Why do I pay a deposit?

- Whilst we completely understand that planning a function can be an expensive time, there are a couple of reasons for arranging the payment structure the way we do.
- We employ an independent professional sound engineer and once we have checked their availability, we provide them with a deposit to confirm our hire of their services.
- We also request a deposit to safeguard ourselves against loss of earnings should clients cancel the booking due to unforeseen circumstances. (Please see below for cancellation schedule.)
- We regularly receive enquiries for dates on which we are already booked and have in the past sadly declined offers of new bookings for a confirmed event, only to find it later cancelled.
- The Blue Rinse have always used a staggered payment structure, which has been favourable with clients.

Q. What if I need to change start/finish times once booked?

- Our *standard* timings are based on event timings of 7.30pm – 12.00midnight.
- Some venues require music to finish earlier than midnight due to licensing, which is no problem at all!
- We'll adjust the timings of sets within the timeframe, for example 7.00-11.30pm if music is required to finish by 11.30pm.
- Plans are often in their early stages when clients confirm our hire, so timings often change in the lead up to a function.
- If a booking has already been confirmed, please contact us with any changes to event start/finish times as soon as possible (eight weeks prior to your event date min. availability permitting) and we'll arrange a revised contract/invoice to reflect the changes to timings and fee.
- ***Early extension to the standard event start time of 7.30pm*** (Saturdays, Sundays and BH's only due to full-time work commitments) @ £75.00 per 30mins to reflect the earlier arrival time for us as the **event/guest start time is our start time as this when we'll need to be set up and sound checked by ready for guests' arrival to the room.** (Will include music via lengthened DJ sets.)
- ***Late extension to the standard event finish time of 12.00midnight*** (Fridays, Saturdays, and day before BH's only due to full-time work commitments) @ £110.00 per 30mins to reflect the additional time/late finish for us as the **event/guest finish time is our finish time - we'll also continue to pack down after this time.** (Will include music via lengthened DJ sets.)

Q. What if the band suffers vehicle breakdown/traffic congestion on route?

- Whilst the band only need a minimum of 70mins to complete preparations, we always arrive around 30-45mins earlier than necessary wherever possible (i.e., 5.45pm based on a 7.30pm start) to allow for unforeseen circumstances such as traffic congestion and call out time for breakdown.
- Whilst none of our vehicles to date have suffered a breakdown on route to a function; it is something we have planned for should it occur. All have appropriate breakdown cover for roadside assistance/recovery with the leading companies.
- As we travel in more than one vehicle, we are also able to transfer equipment/passengers between us should the breakdown company need to recover the vehicle if unable to fix it in adequate time, to enable set up and sound check to go ahead as planned.
- In addition to starting the evening's music with the DJ to prepare guests for the night ahead, it also provides some extra time for band members as a contingency.

Q. What if a member/s of The Blue Rinse are unable to perform due to sickness/injury/unforeseen personal circumstances?

- Should a member/s of the band and/or DJ be unable to perform due to the above (including mandatory self-isolation resulting from the coronavirus pandemic), our existing sickness/injury procedure as per FAQs and Ts and Cs of contract would apply.
- We would endeavour to source a replacement/s. Several of the band members are professional musicians on a full-time basis and have a network of fellow musicians who could be called upon by ourselves should the need arise and our drummer also DJ's, should our DJ need to be replaced.
- Under exceptional circumstances, whereby a member of the band could not be replaced following our very best efforts, we would provide music via the DJ throughout the evening to ensure the hours of our hire were catered for and would provide a full refund of payments we had received.
- Under truly exceptional circumstances, where the band have confirmed they are not able to perform, and the DJ is not able to either, as much notice will be given as possible, and we would of course provide a full refund of all payments we had received. (The same also applies to the Pianist, Acoustic Duo, Solo Singer for their hire.)
- While we obviously plan and hope to perform with all our existing band members, we realise the importance of maintaining a sickness/injury/unforeseen personal circumstances emergency procedure in case it is required.

Q. What if a member of the band leaves?

- We have been successfully performing into our 22nd year with minimal changes to band members.
- However, there have been times when band members have had to sadly leave due to relocation and under these circumstances, we have sought suitable replacements who are accomplished musicians and are committed members of The Blue Rinse team. If/when members decide to move on, we have every confidence that we will make the right choice to continue to provide professional music with a fun and friendly atmosphere.
- The booking is with the collective group of musicians 'The Blue Rinse' and we hope you can understand that whilst we would love to keep the same musicians forever, we appreciate that unfortunately members do occasionally need to move on due to personal circumstances, (hence our responsibility to source suitable replacements).
- Should Pianist, Acoustic Duo or Solo Singer services become no longer available, we will cease to offer this as an option to future bookings and return 100% of the Pianist/Acoustic Duo/Solo Singer fee received to date, should a suitable replacement not be found for existing bookings.

Q. What if the band disbands?

- Following regular discussions as a band, we ensure that we only continue to confirm bookings, in agreement that we are happy to continue as a band and business, particularly as we book up to two years in advance.
- Should a member no longer be able to be part of The Blue Rinse, a suitable replacement shall be sought (as above).

Should The Blue Rinse decide to disband in the future, the band are committed to honoring all confirmed bookings so would cease to be available for future dates when receiving enquiries and only disband once all confirmed bookings had been performed in the professional, fun and friendly manner The Blue Rinse represent.

Q. What if I need to cancel the booking?

- In the event the client wishes to cancel the booking, as much notice will be given to the band as possible and the band will issue a headed letter to confirm our acknowledgement of your cancellation. (This will also provide a breakdown of payments as per our cancellation schedule below.)
- The following schedule (also outlined in contract Ts and Cs), will apply at The Bands discretion. (This also applies to hire of the Pianist, Acoustic Duo, Solo Singer and Statement Lighting when cancelled on an individual basis and when cancelled along with the band as part of the collective booking.)
- Any payments we have received over the below will be refunded within 7 days of our receipt of your preferred account details, although we aim to do so within 48hours wherever possible).

<b>Cancellation period prior to event date</b>	<b>% of total fee payable</b>
Over 12 months	25%
12 months – 2 weeks	50%
13 days – 2 days	75%
1 – 0 days	100%

**Re: Covid-19** - Please see further below for current specific information and policy for postponement and cancellation during this period.

**Q. What if I need to change the event date/postpone?**

- Please let us know as soon as possible.
- If you do not have a particular date in mind, please contact us for our available dates to help you tally your venue and suppliers for your rescheduled date.
- If we're available to perform for you on your chosen rescheduled date, we'll be happy to arrange this for you and will issue you with a revised copy of your existing contract to reflect the change to date and any further payment dates. We'll require a signed copy to confirm the change.
- If we're not available for hire on the date you have chosen to reschedule to and you therefore need to cancel our booking for your event, the cancellation schedule above will apply at the band's discretion. (This also applies to hire of the Pianist, Acoustic Duo, Statement Lighting and Sweets & Treats – 'Dry Hire' when hired on an individual basis and when hired along with the band as part of the collective booking.)
- Please note: This applies to a 'rescheduling' of the same event for a different date (i.e., event postponed due to personal circumstances/change to venue etc.) and not a 'new booking' for a different event. (The rescheduled date must be within 18months of date of notice of postponement.)
- **Re: Covid-19** - Please see further below for current specific information and policy for postponement and cancellation during this period.

**Q. What if I need to postpone the booking but I'm not yet ready to consider alternative dates?**

- Please let us know as soon as possible.
- If you do not yet have a preferred date in mind and are not ready to consider rescheduling your event, we will confirm your request to postpone the booking in writing (Postponement Confirmation) and any payments we have received will be retained as per the same % in the cancellation schedule above. (Any payments we have received over the % above, will be refunded to you.)
- We will then work with you to rearrange an alternative date for your event when you're ready to do so (offering availability on a first come first serve basis as usual).
- We'll be happy to transfer the amount retained to the rescheduled booking date.
- If you later decide not to reschedule the event and therefore cancel the booking for our hire, the cancellation schedule above will apply at the band's discretion. (This also applies to hire of the Pianist, Acoustic Duo, Statement Lighting and Sweets & Treats – 'Dry Hire' when hired on an individual basis and when hired along with the band as part of the collective booking.)
- **Please note:** This applies to a 'rescheduling' of the same event for a different date (i.e., event postponed due to personal circumstances, change to venue etc.) and not a 'new booking' for a different event. (The rescheduled date must be for an event date within 18months of Postponement Confirmation.)
- **Re: Covid-19** - Please see further below for current specific information and policy for postponement and cancellation during this period.

**While we very much hope the majority of the below is no longer relevant, we have retained the info for future Reference & reassurance.**

**Q. Covid-19 – Can I continue with my booking / What if I need to or choose to postpone or cancel my booking?**

- **If you're concerned about any changes to your booking as a result of the Covid-19 pandemic, please do contact us and we'll be happy to help with your queries and talk through your thoughts, options and plans with you. We can also provide full details regarding our full current 'Covid-19 Statement' which includes full details of our terms for postponement & cancellation (working over and above our Ts and Cs), potential adaptations/considerations, further options, and some example scenarios etc under these specific circumstances as well as some useful links.** This (and the below) is continually reviewed in line with current government guidance. In these uncertain times, we're here to help and are being super organised and professional as always ☺ Each wedding/event is unique so not necessarily a 'one size fits all' approach and we'll be glad to support you on an individual basis. **As a general guide of just a few example scenarios...**
- **1) Where your current wedding reception/event is planned for a date within a period where government/local authority restrictions DO PERMIT your wedding reception/event, live music is permitted, dancing is not prohibited and guest numbers are permitted over the previous 30 cap, (from 21/06/21) and we're therefore able to perform as per our contract** - We're more than happy to work with yourselves and your Covid-secure venue to plan for our safe performance for your celebrations and in line with current government guidelines, (such as those for the performing arts, for wedding receptions/celebrations, and for hospitality including restaurants, bars and hotels), along with our specific Covid-19 Risk Assessment ☺

Where there are no known restrictions in place which prevent us from performing for you as planned in our contract and either no or some minor adaptations required which still enable us to perform as planned in our contract, should you choose to postpone your reception/event or just our hire we will do so as below. Should you wish to cancel the booking for our hire where your reception/event are permitted to go ahead with no or minimal restrictions as above, in these circumstances, our usual cancellation schedule as per Ts and Cs would apply as outlined further above. We will deduct and not charge for mileage before calculating as per schedule above. Furthermore, should we subsequently be able to secure an alternative booking for the date you have cancelled, we will provide a refund and may deduct costs already incurred directly for the booking between confirmation and cancellation, such as admin, planning and rehearsal time for first dance if it's been required (usually 8 weeks prior to wedding date.)

- **2) Where your current wedding reception/event is planned for a date within a period where government/local authority restrictions DO PERMIT your wedding reception/event and/or live music, with a higher level of restriction including 'step 2' outside weddings/receptions for 15 people from 12/04/21 or 'step 3' for 30 people from 17/05/21 -20/06/21 outside or inside** - We'd love to help with your celebrations and are happy to work with you and your venue as above to do so! We can certainly still perform some live music for you and can make simple adaptations as required such as lower sound, perform seated if required, songs reflecting the day etc. (we can also adapt timings if required.) Having liaised with yourselves and your venue, if it's agreed adaptations would make the performance of our contract radically different to that planned and we could still provide live music for you in a different way or with further options, we can either continue to perform for you with agreed adaptations in place where you'd like us to, or we can support you in postponing or cancelling as outlined below.
- **3) Where your current wedding reception/event is planned for a date within a period where government/local authority restrictions DO NOT PERMIT your wedding reception/event and/or live music, (such as national/local lockdown, pre- 12/04/21 for weddings when receptions were permitted with 15 people) and mandatory self-isolation of yourself and your partner as our client** - We'd love to still be able to perform for you in the future if possible! ☺ If you choose to postpone your reception/event (or just our hire if holding a sequel wedding celebration later), we'll be more than happy to work with you to reschedule the booking. We'll be offering *all* our available dates regardless of season, providing a continuously updated 'live link' to view these and working over and above our usual Ts and Cs in several ways, including extending the period in which your reception/event can be arranged, honouring fee previously quoted (based on same venue location, timings and level of provision), transferring payments received etc, to name but a few! If you'd like to postpone our hire and are not yet ready to start to reschedule your plans, we'll be happy to provide a '*Postponement Confirmation*' for you and once you're ready to resume your planning, we'll happily still offer all the above ☺ Should you choose to cancel your wedding reception/event rather than postpone, we will issue a refund of payments we have received. (We may deduct costs we have already incurred as a direct result of an individual booking, between confirmation of booking and your providing notice of cancellation, i.e., for email communication/planning/admin during this period and first dance rehearsal time if it has already been required, which usually begins from 8 weeks prior to wedding date - Breakdown of costs can be provided at point of cancellation if required upon request.) We'll arrange this within 7 days of receipt of your preferred account details. (However, we'll aim to do so within 48hours wherever possible.)
- **Again, the above is a general guide and kept under review as the situation changes and each wedding reception/event and situation is unique, so we're more than happy to support you on an individual basis.**
- **If you're concerned about any changes to your booking because of the Covid-19 pandemic, please do contact us and we'll be happy to help with your queries and can provide full details regarding our full current 'Covid-19 Statement' which includes full details of our terms for postponement, cancellation, potential adaptations/considerations, further options, and some example scenarios etc under these specific circumstances, as well as some useful links.**
- **As always, if you have any Qs at all, please don't hesitate to contact us by email or we'd be happy to chat over the phone to talk through any queries/options and help you with your plans. ☺**

Q. **Covid-19 – What safety measures will you have in place for my wedding/event?**

- Effective 19/07/21 restrictions on capacity/distancing and dance floors were lifted!! YAY!! :-D I
- t's fabulous news and while we all adjust to the changes, we appreciate you may have some mixed feelings as restrictions ease and cases of Covid-19/self-isolation lifts, (as might some of your guests), so we just wanted to reassure you that we will still be continuing to adopt a range of procedures and precautionary measures.
- We'd love nothing more than to be able to do away with sanitising and risk assessments (yawn! ;-)) etc but we're not quite there yet! While it's now possible for us to perform at a higher volume to guests on a dance floor, (which is brilliant!), with a busy season of weddings ahead, it's still important that we do what we can to minimise risks for yourself and your guests, venue staff, other suppliers, and ourselves as suppliers also

(particularly as we'll be attending several weddings/events each week), along with all our families and friends of course too.

- We're excited to help you celebrate on your wedding day and to perform for our other couples as well, with weddings in the lead up to your own and after and we'll be continuing with our safety measures and playing our part (as we're sure we all will), to provide fantastic evening entertainment for everyone to enjoy as safely as we all can :-)
- We've formulated a COVID-19 Risk assessment which is continually reviewed in line with government guidance, and we'll be offering a copy of this to your venue when we contact them with our contact details for the day, arrival time, Insurance and PAT certs etc as above. Below are steps we have taken previously (and hopefully will not be required again anytime soon!) and we're currently continuing with **increased sanitising and safe/distanced food provision of food for the band:**
- **Vaccination** – We are all double vaccinated! :-)
- **Regular lateral flow testing** - We're all testing twice weekly (min) and more frequently with consecutive weddings/events :-)
- **Sanitising** - We're sanitising our equipment regularly, as well as ourselves! :-)
- **Face** - We've decided to continue to wear our face coverings other than when we're performing, eating, or drinking where we feel it's necessary to do so and will use clear screens if we feel it's necessary to do so too.
- **Space** - Please don't be offended that we're keeping our distance!! We're still happily saying hi and offering our congratulations while aiming to keep 2 meters between ourselves and our couples/guests. We're politely maintaining our space if guests approach us also and we're keeping as much space as possible between our members too.
- **Ventilation** - We're asking venues if doors/windows can please be opened (venue's sound restriction/licensing permitting) and fresh air conditioning to be used if available, (if not already in use), for as much ventilation as possible prior to/during/after performing.
- **DJ Requests** - We're still requesting songs in advance of your wedding day and our DJ is still happy to take requests on the night! We're going contactless! To keep everyone safe, his sound desk will be behind a screen with a 'text a request' poster - Should guests have any song requests, they're welcome to just text them to the number displayed! (Saves having to shout requests by the dance floor) :-)
- **Higher risk songs** - We're still performing a wide mix of songs from a variety of genres through the decades for all to enjoy and dance to! :-) Should a song be requested in advance that is famous for encouraging everyone to jump and shout together or link arms as a group and sing together, we will liaise with you in advance to advise this is a higher risk song due to increased aerosol/droplets from raised voices and increased physical activity and will be happy to offer another feel-good song for you if you would like an alternative.
- **Food/refreshments** - When requesting food for our members during the evening, we're asking for this to be plated by the venue in advance, rather than access to buffet wherever possible. This enables us to have this ready to access during one of our breaks and more importantly, means we can minimise our number of contacts at each wedding/event.
- **Your/your venue's COVID-19 specific requirements** - Please let us know if you or your venue have any specific COVID-19 measures planned for your wedding day that we need to be aware of, (for example, lateral flow testing for suppliers/guests prior to attendance, use of face coverings (personalised or otherwise), coloured ribbon/badge etc (for hug/no hugs etc - see ideas links below), use of Test & Trace check in, NHS Covid Pass etc to name but a few). It would be helpful for us to know so we can make sure we're doing as requested and we can always then offer any polite reminders to your guests if needed for you too :-)

#### Q. **Covid-19** – Do you have any tips?

Current Gov guidance for weddings:

<https://www.gov.uk/guidance/coronavirus-covid-19-wedding-and-civil-partnership-ceremonies-receptions-and-celebrations>

Keeping yourself and others safe:

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do#keeping-yourself-and-others-safe>

Tips and ideas for couples with upcoming weddings:

<https://www.guidesforbrides.co.uk/wedding-ideas/how-to-help-guests-feel-safe-at-covid-wedding/>

The health and safety of yourselves, your guests, venue staff, other on the day suppliers, our band members and of course all our families are of the utmost importance to us, and we look forward to providing a fabulous celebration as safely as possible for you to enjoy! :-) We can't wait to perform for you ☺

**We hope the FAQs are helpful and should you have any further Qs, please don't hesitate to contact us by email or we're always more than happy to chat through any queries/plans/options/provision on the number at the top! :-)**