



Indoor Services Terms & Conditions

Rock-It Firework Displays
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Rock-It Firework Displays will be required to provide / are responsible for the following:

1. A Site Visit and Risk Assessment for the service, as per our working policies.
2. Preparation, setup and performing of the booked service. In the highly unlikely event of a technical failure, every attempt will be made to still stage your effect.
3. All transportation of effects, equipment and materials for the service to the venue.
4. At times where safety might be at risk, we reserve the right to substitute certain items or make amendments to a service - for example due to inadequate safety distances.
5. Appropriate Crew.
6. Public Liability Insurance to the value of £1,000,000. Higher value coverage is available on request. Fireworks by their nature are inherently dangerous and it is possible that despite our best efforts injury to persons present or damage to property could occur.
7. Rock-It use "virtually smokeless" stage pyrotechnics - which create far less smoke and gases than other types of fireworks. However some smoke, gas and fallout is still possible.

The Venue Manager will be required to provide / are responsible for the following:

8. Informing Rock-It Fireworks, during their Site Visit, of all and any risks posed by the service that are present at the Venue. For example fire / smoke detection system, air ventilation system, etc.
9. A named contact person for Rock-It to liaise with on the day of the service, who is both appropriate and informed, and trained in the use of the Venue's fire / smoke detection system.
10. Regular communication leading up to the date of the service, specifically for any changes to the venue / location of the effect.

The Client will be required to provide / are responsible for the following:

11. Providing all required information to enable Rock-It to safely set up and perform the service(s) booked as per your requirements.
12. Regular communication leading up to the date of the service, specifically for any changes to the venue, location of the effect, or
13. Obtaining permission from the Venue that the services Rock-It are being booked to provide are permitted, prior to making a booking with Rock-It. If a booking is made and Rock-It subsequently find the Venue does not permit the services that have been booked, then the booking will be cancelled and the deposit not refunded.
14. Indoor Fireworks and Confetti Cannon services: Ensuring the required minimum safety distances and ceiling heights are available in the desired location of the effect at the Venue, at the time of booking the service with Rock-It. If a booking is made and Rock-It subsequently find these distances / heights are not available then the booking will be cancelled and the deposit not refunded.
15. Indoor Fireworks and Confetti Cannon services: Ensuring the Venue is laid out / set up to ensure the required minimum safety distances are achieved, as per Rock-It's Risk Assessment for the service. For example the location of tables and chairs where the Guests will be are far enough away from the dancefloor where the fireworks will be.
16. Confetti Cannon service: Selecting the type of confetti / streamer based on the Venue's requirements for clearing up afterwards. For example: in case only biodegradable confetti is permitted, or in case the Venue's housekeeping staff may not be able to vacuum the confetti up at the end of the event.
17. A deposit of 25% of the total display cost to be paid at the time of booking. Non-payment of the deposit at the time of booking will result in the booking will be cancelled.
18. Payment of the remaining balance no later than 28 days before the display. Non-payment of the remaining balance by this deadline will result in the booking being cancelled.
19. Rock-It Firework Displays are entitled to recover any costs associated with the cancellation or delaying of a service:
 - i. The 25% deposit is non-refundable.
 - ii. For cancellations 28 days or less before the display, there will be no refund given.
 - iii. For cancellation on the day of the display, there will be no refund given.
 - iv. In the case of severe adverse weather, we will always endeavour to reach a mutual agreement where a service cannot go ahead. We cannot however be held responsible for cancellation due to the weather or other circumstances beyond our control. It is possible to obtain Events Cancellation Insurance independently.
 - v. Rock-It can delay, stop or cancel a service if safety is at risk. The Display Operator can make this decision, which is final. We cannot accept liability for delays to a display due to changes needing to be made as a result of safety concerns.
 - vi. Rock-It are entitled to recover any costs associated with the staging of a service being delayed by the Client.

Breach of this or not fulfilling the criteria will result in possible delaying or cancellation of the service. We must stress that we have never had to cancel a service to date.