

Hernder DJ Service Policies

As a valued client, we want to ensure that you receive the utmost service and convenience with all of your planning including the entertainment services for your wedding. As such, we have developed a complete and convenient process for you to select from all of the options available in your wedding DJ entertainment package and provide all necessary details. Please read the following details and policies carefully and note all required dates and deadlines as this will help ensure a smooth and convenient process for you and our ability to meet all of your desired music requests and entertainment details.

Within 5 business days of receiving this document, your Online Client Portal will become active and accessible by visiting www.thunderpro.eventintelligence.com/client/ and entering your Event Date and Password.

~ To be completed by Hernder Estates Winery ~	
Event Date:	_____
Password:	_____

Submission Deadline

All planning forms provided in your online client portal (including your Event Timeline, Event Planning Form and Music Requests) **must be completed and submitted no later than 30 days prior to your event date.** **Following this time, your online client portal and all planning forms will automatically become locked and inaccessible to you** so that the DJ service may begin reviewing your submitted details, acquiring any required music not currently in their library and preparing for your event. In the event that you do not complete all necessary planning forms by the submission deadline, please contact Angel Fusarelli for further assistance. Please note that extensions are not granted unless exceptional circumstances apply and that we are unfortunately unable to guarantee that our DJ Service will be able to provide any music requests or honor planning form changes which are submitted after the deadline.

Music Requests

Due to AVLA, SOCAN and International Copyright regulations, Hernder Estate Wines requires their DJ Service to utilize and provide only commercially licensed music from recording artists which are signed to verified major recording labels. Unfortunately, our DJ Service is unable to provide music from online Peer-To-Peer sources (Limewire, Kazza, etc.), YouTube, iTunes or any other non-commercial music source. All requests must include the correctly spelt artist name and song title. Furthermore, our DJ Service is unable to edit any songs from their original format and length as this is considered copyright infringement by law. If a specific version of the song (i.e. Lady Gaga – Bad Romance [Dave Aude Club Mix]) is being requested, the correct version information must also be provided. The request list in your online client portal will allow you to submit 10 'Must Play' requests, 50 'Play If Possible' requests and 20 'Do Not Play' requests. Please note that your Introduction Music, First Dance, Bride & Father Dance, Groom & Mother Dance, Wedding Party Dance and Last Dance should be submitted on your Wedding Reception Planning Form, not on your request list. In the event of multiple introduction songs being selected for your wedding party introductions, please note that each introduction song can only be played from the beginning of the song. If our DJ Service is for any reason unable to provide a song which you have requested, they will promptly notify you upon their review of your music requests following your submission deadline and you will have the option to make an alternate selection or provide the song yourself on a commercially produced, retail-purchased CD. Your DJ will be pleased to ensure that all of your 'Must Play' requests are played and ensure that none of your 'Do Not Play' requests are played. Please note that unless the DJ is otherwise directed by yourself or your fiancé, they will play your 'Must Play' requests throughout the evening based on their discretionary scheduling and music programming and if either of you are absent from the room at anytime, it is possible that you may miss the playing of one or more of those requests. Rest assured that our digital music playback systems maintain automatic playlists (un-editable by the DJ) which can be reviewed after an event if necessary to verify that all 'Must Play' requests were played by your DJ. 'Play If Possible' requests are not guaranteed by our DJ Service to be available at your event. These requests are designed to provide the DJ with suggestions for

additional music selection and will be utilized at the DJ's discretion based on the dance floor response of these requests, the DJ's own music programming experience and the requests being received from your guests. All requests received by the DJ from your guests will be reviewed at the DJ's discretion and if selected for inclusion, played at a time which the DJ feels is appropriate based on their music programming and the current genre/tempo of music being played. Requests to play a specific song next, turn off any song currently being played or for any other 'immediate action' to be taken by the DJ will only be honored if received directly from yourself or your fiancé or deemed appropriate based on the sole discretion of the DJ in the event of an emergency, etc. A small percentage of some client's guests will occasionally expect our DJ's to respond to their 'immediate request' and unfortunately become upset when the DJ is unable to comply. Hernder Estate Wines does not condone or tolerate any harassment, verbal or physical abuse of their DJ's by any client or their guests. Please remember that our DJ's are industry professionals with considerable experience and music knowledge whose primary goal is to ensure that you, your fiancé, and all of your guests enjoy a terrific evening of entertainment with a full dance floor as often as possible. They greatly appreciate your respect for their profession and the skills, ability and knowledge which they have worked diligently to develop for the benefit of you and your guests.

Additional Services

Our DJ Service is a division of Alpha Audio Visual (www.alphaav.ca), a full service audio-visual and production rental and service company. As such, they are pleased to provide a range of Additional Services which are available above and beyond your Wedding DJ Service package. These services include, but are not limited to:

Ceremony Service - This service provides a discreet, professional speaker and wireless microphone system designed to ensure that all of your guests are able to clearly hear your officiant and yourselves during your wedding ceremony. The service also includes the playback of your selected processional, license signing and recessional songs.

Projector Rental - A popular selection for slide shows, this service provides a professional, commercial grade 2100 ANSI lumen projector and all required cabling, delivery and setup as well as an audio patch into the DJ speaker system. Client is required to provide media (DVD, PowerPoint, etc.) and playback device (DVD Player, Notebook Computer, etc.).

Decor Lighting - An option which has grown greatly in popularity over the past few years. Our professional, commercial grade décor lighting fixtures and professionally trained lighting staff can help design a décor lighting package for your event that will add that perfect accent of unique character and elegance.

Audio/Band Production - For those clients who are considering a live band or entertainer for their wedding, we have a range of professional, commercial grade equipment and production services available to help ensure that the performance goes smoothly and sounds second to none.

Additional services may be ordered directly through your online client portal. Please note that all **additional services must be booked no later than 60 days prior to your event date** and paid in full no later than 30 days prior to your event date.

If you have any questions regarding the above policies or Hernder's DJ Service, please contact Angel Fusarelli via angel@hernder.com or (905) 684-3300.

I, _____, acknowledge that I have read and agree to be bound by the above policies in relation to my utilization of Hernder Estate Wines DJ Service.

Signature

Date

