



Service Guarantee

There are many details that go into planning a party. We offer **professional, reliable, quality** entertainment. We want you to be **100% satisfied**. But even more than that, we want you to be **delighted** (*and we expect that you will be*), so we give the following service guarantee to every customer:

- **The volume will be set to appropriate levels at all times.** During cocktails and lunch/dinner, we play music softly enough so that guests can carry on conversations without having to shout. When it's time to dance, the music is made louder, but not painfully so. Usually we are right on the money with our volume settings, but if you should ever find it to be either too loud or too soft, tell us and **we'll adjust the volume level to your preference.**
- We will arrive on time. Whenever possible, our equipment will be set up, tested, and sound checked before your guests arrive.
- All staff (DJs, MCs, etc.) will be dressed appropriately. We dress to please. Your event may require formal tuxedos, or, you may prefer us to be dressed semi-formal, or casual. If you are having a themed party, a costume may be the proper attire. Whatever the event, we will dress appropriately. *There is never an added fee for formal attire.*
- We will act professionally. We won't drink alcohol or smoke before or during your event. We will treat you and your guests with professional courtesy. When children are present or at your request, we will work hard to keep objectionable lyrics out of our show and keep it "family-friendly."
- We will coordinate with you and your other event professionals (i.e., banquet manager, photographer, videographer) to ensure that your event flows smoothly and all of your special memories are recorded on film.
- We will use only professional and well-maintained equipment. *Your party will NEVER have to end early due to equipment failure.* Our high quality sound systems include professional brands, such as QSC, JBL and Pro Logic, along with lighting systems from American DJ. Our main speakers are elevated on stands to project the sound above the crowd, not into them. *Proper speaker placement allows coverage of a large area without having to crank the volume to excessive levels.* Our equipment is rack-mounted, concealed and appears attractive. Through our sound processors, you can be assured that our sound system will be adjusted to the acoustics of your room.
- Your event will receive our full attention. *You deserve nothing less.*
- You are entitled to receive a personal entertainment consultation (***except for the Basic No-Frills DJ Package which does not include a consultation***) carefully covering all the details of your party. Whenever possible the consultation will be held at least one month prior to the event (*not one or two days before*), and will

usually be conducted by the DJ or MC responsible for your party. If you can't meet personally, we'll do it by phone/fax/email. This allows us to organize and **personalize your party** in advance, and prevents the headaches of having to make last-minute decisions at the reception. To ensure that no details are lost, we will help you fill out one of our party planners.

- We are always available to discuss details of your event by telephone, fax, or email. We will give you our cell phone number so that you can quickly reach us in an emergency. The week of the event we will check back with you to make those last-minute confirmations.
- All conditions on your contract will be fulfilled.

We started Trinity Entertainment because we love to play music and entertain. We take great pride in our work. **We strive to make each performance our best.** Whether playing for a large formal gathering or a small backyard party, we treat every event with the professional courtesy and attention that it deserves. **To ensure this, we have written formal standards for our staff.**