

Your place looks wonderful, with tables laden with delicious food and wine glasses filled. All that's left to do is entertain. How do you keep everyone engaged at the same time?

Simple. Hire a professional party DJ or Emcee.

They're not just about music, although that's a big part. A DJ will set the tone of your event, connect with your guests, and engage everyone. If you plan multiple activities, the DJ or Emcee will encourage participation and ensure everyone has a great time.

So, enjoy your party!



HOW IT WORKS: Party Helpers – DJs and Emcees

Step 1. Book a Session

Go to our Contact Us page and send us a message. Please choose Party Helpers – DJs and Emcees from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Step 2. Consultation

We will schedule a phone consultation to discuss ideas, estimate costs, and prepare materials according to your preferences. Once plans are finalised during the meeting, we'll send you a detailed proposal via email.

Step 3. Deposit and Final Payment

A 20% deposit is required to confirm the booking and is payable 30 days before the event.

Depending on your requirements, we might need to make deposits to suppliers of audio and light equipment, so a

total deposit of 50% to 75% may be required to secure the booking. The additional 30% to 55% required deposit is payable within 21 days before the event.

The remaining balance must be paid 8 days before the event.

Step 4. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible. While we do have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher
Bank Name: NAB
BSB No.: 085-005
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

Step 5. Relax and Enjoy the Experience

On the event day, the DJ will arrive at least half an hour early to set up his console, familiarise himself with the surroundings and connect with the guests even before the music starts playing.

If you need to contact us directly, please email us at ecfresidentialcleaningservices@gmail.com or call us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

FREQUENTLY ASKED QUESTIONS

Booking

Booking Confirmation and T&Cs

ECF Party Helpers reserves the right to decline any booking that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

I confirmed my booking but didn't get confirmation.

If you haven't received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it's not there, please email us at ecfresidentialcleaningservices@gmail.com in case you entered your email incorrectly. You can also call us for assistance.

Can I book over the phone?

We request that all orders and/or bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at ecfresidentialcleaningservices@gmail.com or contact us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Cancellations

We understand that sometimes plans change, and you may need to cancel or reschedule the booking. We will do our best to accommodate your needs. Please let us know as soon as possible if you need any changes.

Please take note of the following cancellation policies for our Party Helpers – DJs and Emcees:

- Confirmed bookings cancelled 21 days before the event date will forfeit the 20% deposit.
- Cancellations made 14 days before the event will forfeit all deposits made.
- Cancellations made within 7 days before the event will be payable in full.

Supplier cancellation policies with shorter deadlines will precede ECF DJs and Emcees cancellation deadlines. Supplier cancellation policies will be detailed in the proposal.

The Process

How will I identify my DJ?

Prior to your event, we will send you an email containing the DJ's information, including their full name, digital copy of their company photo ID with us, and mobile number.

Before deploying any of our staff, we ensure that we have

checked their credentials, including:

- Training Certificates
- Previous Work Experiences
- Valid Photo ID
- Current Police Check
- NDIS (National Disability Insurance Scheme) Check
- WWC (Working with Children) Check
- Valid Australian Driver's License

Is there anything I should prepare for the DJ before the event?

Prepare a checklist for your DJ by listing the types of music you want played, special song requests, and any announcements you'd like to make before the event. We will ensure your DJ receives it promptly.

What services do DJs provide?

- Emcee Duties. The event emcee is responsible for announcing activities and keeping the events on schedule.
- Mixing Tracks. Nowadays, most DJs play digital music from a computer. Make sure to specify the type of music you want your DJ to play.
- Make Announcements. DJs may be requested to make announcements over the loudspeaker. Be sure to speak with your DJ about these before the event.
- Accommodate Song/Music Requests. Discussing any special song or music request with the DJ before the event is important. They carry a full range of music for all ages and tastes.
- Crowd Control. DJs understand that part of their job is encouraging the crowd to come alive and have fun. They will ask about the guests beforehand, arrive early, engage the crowd, and elevate the mood to keep everyone dancing and singing along.

Do ECF DJs bring their basic equipment?

Most ECF DJs bring their basic equipment. If extra DJ Equipment is required, equipment rental is available. We can assist clients by hiring the most cost-efficient event lighting and DJ equipment provider.

Will we need music and DJ licenses for the event?

In general, venues are required to have a public performance license issued by APRA (Australasian Performing Right Association Limited), AMCOS (Australasian Mechanical Copyright Owners Society), and PPCA (Phonographic Performance Company of Australia Limited).

In some cases, the DJ may be required to have a public performance license from one of the organisations mentioned above.

Are there sanctions against having dance music and a DJ at home parties?

For private home parties, managing the noise level is most important.

Do ECF DJs charge for travel expenses?

ECF Party Helpers will charge an extra \$25.00 for travel 30 minutes beyond the CBD.

Payment and Billing

How do I pay?

We accept bank transfer payments only.

A 20% deposit is required to confirm the booking 30 days before the session. An additional 30% to 55% deposit for lights and audio equipment may be required, payable

within 21 days before the event. Full payment must be made 9 days before the session.

How do I get a receipt for my payments?

After we receive confirmation of your payments, we will promptly email you the receipts.

Complaints and Feedback

I'm not happy with the service I got.

We hope it doesn't happen, but we want to know about it if it does. Please email us at ecfresidentialcleaningservices@gmail.com, and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

How do I contact you in case of a legitimate claim?

Please email us at ecfresidentialcleaningservices@gmail.com within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.