



GOLDEN HEARTS FAQ

What events do you play?

We've played weddings, corporate events, themed events, holiday events, special occasions, anniversaries, birthdays, festivals, city organization events, destination events, and more. If you can imagine it, we can play it!

What are your rates?

Please inquire for an event quote. We tailor each individual event to be carefully crafted for your ideal entertainment experience.

What genres do you play?

We can play all genres, and all styles. Many of our clients have had us play in these genres or themes: Country, Pop and Top 40, Rock, Blues, Latin, Jazz, Reggae, R & B, Funk, Indie, Classical, 60s, 70's, 80's, 90's, Patriotic, Halloween, Xmas, etc.

What size of crowds have you played for?

We have played for intimate audiences in private small events, and also for audiences up to 4,000+.

Do you provide all your own equipment?

Yes, as long as there is electricity accessible, we can take care of the rest.

What kinds of equipment do you bring to the show?

All instrumental components, all sound components, lighting, and we are happy to include a host mic to you for events.

How much time do you need to set up?

We typically need 1.5-2 hours before start of a show to set up.

Will you take requests?

Yes, indeed. For the event setlist, we take requests up to 2 weeks before the show. For requests during a live show, if we know it we will play it.

How long can you play for?

Our live performance time is capped at 4 hours or 4 sets. However, we do offer basic DJ playlist services at a cost for up to 4 additional hours.

How big is your band?

Our most booked group is the trio, but you have the option to add musicians or a la carte items when build your event plan.

Can I book you for one song or one hour only?

We aim to make your event a success no matter the length. Send us a message with your ideas!

What do you require for day-of logistics and details from me?

We kindly ask you give us parking or load-in details for any event. We'd also love to receive any itinerary or agenda of your activities/stops in the event program. We always strive to fit into every event properly.

How do I reserve a date?

All dates must be reserved with a 50% deposit to lock it in on our calendars. Exact amounts by cash or online payment through Zelle or Venmo are accepted. A date is not reserved until a deposit has been made.

Are there refunds?

If you happen to cancel your booking with us within 48 hours of booking, we can refund your full deposit. Otherwise, deposits are non-refundable.

You also have the option to move your deposit to a different date for up to a year from the time a deposit is accepted, as our calendar allows.

When is the full balance for the booking due?

The entire balance for an event must be paid in full 14 days before the event. This allows all to simply enjoy the day you've planned, and leave the worry of all the work you've done at the door.

What if I must cancel the event?

If you cancel anytime after the 48 hour booking window, here are the details:

Cancellation 30 or more days out = Client fee is 50% of remaining balance

Cancellation less than 30 days out = Client plays full remaining balance

Unfortunately, when a booking is canceled close to the date of an event, we are just not able to recoup any losses with another last minute booking elsewhere. This cancellation policy ensures any time worked is accounted for.

What if the band cancels the event?

Though quite unlikely, but if our group cancels the event, we will return 50% of the booking balance, and additionally negotiate a reasonable and fair settlement of the deposit already paid for with all signed parties.

What about acts of God?

We understand that "force majeure" (unexpected events) or "acts of god" may occur. In this instance, we will agree to a reasonable and fair settlement confirmed by all signing parties for any time worked towards your event.

Do you use an artist or event agreement?

Yes, we do take our jobs and your event seriously. You will have a chance to review a formal contract with all event plan details before a booking is finalized.

Is there a question you didn't see in our FAQ that you'd like answered?

Ask it, and we'll be happy to help. Send us a message!