

# Entertainment Services Legal Protection Policy

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**Voice The Love Universal & Voice The Change Universal**

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**Jurisdiction:** France & European Union

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# 1. Introduction and Scope

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This Entertainment Services Legal Protection Policy establishes comprehensive legal protections, disclaimers, and operational guidelines for entertainment and event services provided by Voice The Love Universal and Voice The Change Universal (collectively "Service Providers," "we," "us," or "our"). This policy applies to all entertainment services including but not limited to DJ services, karaoke events, video production, drone filming, photography, event coordination, equipment rental, and live performances for weddings, birthdays, corporate events, concerts, and other celebrations.

## 1.1 Purpose

This policy serves to clearly define the rights, responsibilities, and limitations of liability for both Service Providers and clients ("you," "your," or "Client") engaging our entertainment services. By booking, contracting, or participating in any entertainment service, you acknowledge that you have read, understood, and agreed to be bound by this policy in its entirety.

## 1.2 Regulatory Framework

Our entertainment services operate in full compliance with French law and European Union regulations, including but not limited to liability insurance requirements established by French civil code, event safety regulations administered by the Direction Générale de l'Aviation Civile (DGAC) for drone operations, and European Union Aviation Safety Agency (EASA) standards for unmanned aircraft systems. All services are provided in accordance with French labor law, VAT regulations, and consumer protection standards.

## 1.3 Policy Updates

We reserve the right to update this policy at any time to reflect changes in applicable law, industry best practices, or operational requirements. Clients with existing bookings will be notified of material changes at least thirty days prior to their scheduled event. Continued engagement with our services following policy updates constitutes acceptance of the revised terms.

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## 2. Service Definitions

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### 2.1 DJ Services

Professional disc jockey services include music selection, playlist curation, sound system operation, crowd engagement, and event atmosphere management for various occasions including weddings, birthday parties, corporate events, nightclubs, and public concerts. DJ services may include master of ceremonies (MC) duties, microphone provision, and coordination with other event vendors.

### 2.2 Karaoke Services

Interactive karaoke entertainment includes provision of karaoke equipment (microphones, speakers, display screens), extensive song library access, technical operation, participant encouragement, and crowd management. Karaoke services are suitable for birthday parties, corporate team-building events, bar entertainment, and private celebrations.

### 2.3 Video Production Services

Professional video recording and production services include multi-camera event coverage, post-production editing, highlight reel creation, and final video delivery in digital formats. Video production services are commonly provided for weddings, corporate events, concerts, promotional content, and documentary-style event coverage.

### 2.4 Drone Filming Services

Aerial cinematography services using remotely piloted aircraft systems (drones) to capture unique perspectives of events, venues, and celebrations. Drone filming services are subject to strict regulatory compliance including DGAC registration, pilot certification, liability insurance, and adherence to no-fly zone restrictions. Drone services are weather-dependent and subject to real-time safety assessments.

## **2.5 Photography Services**

Professional event photography including candid shots, posed portraits, detail photography, and comprehensive event documentation. Photography services may be provided as standalone offerings or integrated with video production packages.

## **2.6 Equipment Rental Services**

Standalone rental of entertainment equipment including professional speakers, disco lights, smoke machines, green screens, microphones, video cameras, tripods, portable power stations, and karaoke systems. Equipment rental clients assume responsibility for proper setup, operation, and return of rented items in original condition.

## **2.7 Event Coordination Services**

Comprehensive event planning and day-of coordination including vendor management, timeline creation, setup supervision, and troubleshooting. Event coordination services ensure seamless execution of entertainment elements and integration with other event components.

## **2.8 Live Performance Services**

Musical performances, DJ sets, or entertainment acts presented before live audiences at concerts, festivals, nightclubs, private events, or public gatherings. Live performance services may involve amplified sound, stage lighting, special effects, and audience interaction.

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# **3. Legal Entity Structure**

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## **3.1 Separate Business Entities**

Voice The Love Universal and Voice The Change Universal are two legally separate and independent micro-entrepreneur (auto-entrepreneur) businesses registered in France under distinct SIRET numbers. Each entity operates independently with separate financial accounts, tax obligations, and liability structures. The entities share a

common domain (voicetheloveuniversal.com) for marketing and client convenience purposes only.

### **3.2 Collaborative Service Provision**

While Voice The Love Universal and Voice The Change Universal are separate legal entities, they may collaborate to provide comprehensive entertainment services to clients. In such cases, each entity invoices separately for its respective services, maintains independent liability insurance, and assumes responsibility only for services directly provided by that entity. Clients may receive separate invoices from each entity depending on the specific services contracted.

### **3.3 Regulatory Compliance for Micro-Entrepreneurs**

As French micro-entrepreneurs (auto-entrepreneurs), both entities operate under the simplified tax regime established by French law. This status imposes certain limitations including annual revenue thresholds, simplified accounting requirements, and restrictions on direct business partnerships. The entities comply with all applicable micro-entrepreneur regulations including mandatory liability insurance, proper invoicing procedures, and transparent client communication regarding entity separation.

### **3.4 Client Contracting**

Clients contract separately with Voice The Love Universal or Voice The Change Universal (or both, if services from both entities are required) based on the specific entertainment services requested. Each contract, invoice, and service agreement clearly identifies which legal entity is providing which services. Clients acknowledge that they are contracting with independent businesses and that liability, insurance coverage, and legal responsibility are specific to each entity.

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## 4. Insurance and Liability Coverage

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### 4.1 Professional Liability Insurance

Both Voice The Love Universal and Voice The Change Universal maintain mandatory professional liability insurance (assurance responsabilité civile professionnelle) as required by French law for entertainment service providers. This insurance covers bodily injury, property damage, and financial loss caused to third parties (including clients, event attendees, venue owners, and the general public) arising from our professional activities.

### 4.2 Equipment Insurance

All entertainment equipment owned and operated by the Service Providers is insured against theft, accidental damage, and loss. This insurance protects our business assets and ensures service continuity. However, equipment insurance does not extend liability coverage to clients or third parties; such coverage is provided through professional liability insurance.

### 4.3 Drone Liability Insurance

Commercial drone operations are covered by specialized unmanned aircraft systems (UAS) liability insurance as required by French DGAC regulations and EASA standards. This insurance specifically covers third-party liability for bodily injury, property damage, and privacy violations arising from drone flight operations. Drone liability insurance is maintained continuously and proof of coverage can be provided upon request.

### 4.4 Event-Specific Insurance

For large-scale events, high-value venues, or events with elevated risk profiles, we may require clients to obtain event-specific liability insurance that names the Service Providers as additional insured parties. This requirement will be communicated during the booking process and specified in the service contract. Failure to obtain required event insurance may result in service cancellation without refund.

## **4.5 Insurance Limitations**

While we maintain comprehensive insurance coverage, certain incidents may fall outside the scope of our policies. Clients are advised to review their own homeowner's insurance, renter's insurance, or event insurance policies to ensure adequate coverage for their specific circumstances. Our insurance does not cover damage or injury caused by client negligence, venue defects, third-party actions, or force majeure events beyond our control.

## **4.6 Claims Process**

In the event of an incident requiring an insurance claim, clients must notify us immediately (within 24 hours) with a detailed description of the incident, photographic evidence if available, and contact information for all involved parties. We will coordinate with our insurance provider to process the claim in accordance with policy terms. Clients may be required to provide statements, documentation, or cooperation during the claims investigation process.

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# **5. Equipment Liability Disclaimers**

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## **5.1 Professional Sound Equipment (Speakers, Amplifiers, Mixers)**

Professional sound equipment provided by the Service Providers is maintained in good working condition and tested prior to each event. However, we disclaim liability for sound quality issues arising from venue acoustics, electrical interference, structural limitations, or client-requested volume levels that exceed safe or legal limits. Clients acknowledge that outdoor events are subject to sound dispersion and environmental factors beyond our control. We are not liable for noise complaints, municipal violations, or venue penalties resulting from client-requested sound levels.

## **5.2 Lighting Equipment (Disco Lights, Stage Lights, Effect Lights)**

Lighting equipment including disco lights, LED stage lights, moving heads, and effect lights may produce bright flashes, strobing effects, and intense illumination. Clients must inform us of any attendees with photosensitive epilepsy, light sensitivity, or medical conditions that may be triggered by lighting effects. We disclaim liability for

medical incidents related to lighting effects if proper warnings were not provided by the client. Lighting equipment generates heat during operation; clients and attendees must maintain safe distances from lighting fixtures to prevent burns or fire hazards.

### **5.3 Smoke Machines and Fog Effects**

Smoke machines and fog effects utilize water-based or glycol-based fog fluids that are generally safe for indoor and outdoor use. However, individuals with respiratory conditions (asthma, COPD, allergies) may experience discomfort or breathing difficulties when exposed to fog effects. Clients must inform us of any attendees with respiratory sensitivities, and we will adjust fog output accordingly. We disclaim liability for respiratory reactions if proper medical information was not disclosed. Fog effects may reduce visibility and create slippery surfaces; clients and attendees must exercise caution when moving through fogged areas.

### **5.4 Green Screens and Photo Booth Equipment**

Green screen setups and photo booth equipment are provided for entertainment purposes and require adequate space, lighting, and participant cooperation to achieve optimal results. We disclaim liability for unsatisfactory photo results arising from poor lighting conditions, participant movement, inappropriate clothing colors (green clothing interferes with green screen technology), or venue limitations. Digital images are provided "as-is" with basic editing; extensive retouching or professional-grade editing is available at additional cost.

### **5.5 Video Cameras and Recording Equipment**

Video cameras, tripods, stabilizers, and recording equipment are operated by trained personnel to capture event footage. However, we disclaim liability for missed moments, technical malfunctions, corrupted files, or incomplete coverage arising from equipment failure, battery depletion, storage limitations, or unforeseen circumstances. Clients are advised that video recording is a "best efforts" service and that we cannot guarantee capture of every moment. Backup equipment is deployed when possible, but redundancy cannot be guaranteed for all scenarios.

## **5.6 Drone Equipment and Aerial Filming**

Drones (unmanned aircraft systems) are sophisticated technology subject to numerous operational limitations including weather conditions, airspace restrictions, battery life, GPS signal strength, and regulatory compliance requirements. We disclaim liability for inability to perform drone filming due to adverse weather (wind, rain, fog), airspace restrictions (no-fly zones, temporary flight restrictions), technical malfunctions, or safety concerns identified by the pilot-in-command. Drone operations may be cancelled or postponed at any time if safety cannot be assured. Clients acknowledge that drone filming is inherently weather-dependent and that no refunds will be provided for weather-related cancellations if ground-based services are still performed.

## **5.7 Microphones and Audio Input Devices**

Microphones (wireless, wired, handheld, lavalier) are provided for speeches, announcements, karaoke, and live performances. Clients and users must handle microphones with care to prevent damage from drops, moisture, or misuse. We disclaim liability for audio feedback (squealing/screeching sounds) arising from improper microphone placement, excessive volume, or user error. Microphone users assume responsibility for appropriate content; we disclaim liability for offensive, defamatory, or illegal statements made by microphone users during events.

## **5.8 Portable Power Stations and Electrical Equipment**

Portable power stations (battery generators) are provided for outdoor events or venues with limited electrical access. These devices have finite capacity and runtime; clients must inform us of all electrical equipment to be powered to ensure adequate capacity planning. We disclaim liability for power depletion, equipment shutdown, or service interruption if client power requirements exceed disclosed specifications. Portable power stations must be operated in dry, ventilated areas; we disclaim liability for equipment damage or safety incidents arising from exposure to water, extreme temperatures, or improper placement.

## **5.9 Tripods, Stands, and Mounting Equipment**

Tripods, speaker stands, lighting stands, and mounting equipment are set up by trained personnel to ensure stability. However, we disclaim liability for equipment

tipping or falling due to uneven surfaces, high winds, accidental contact by attendees, or venue conditions beyond our control. Clients must ensure that event attendees (especially children) do not climb on, pull on, or otherwise interfere with equipment stands. We reserve the right to relocate equipment if safety concerns arise.

### **5.10 Karaoke Systems and Interactive Equipment**

Karaoke systems include microphones, display screens, song libraries, and audio equipment. Clients acknowledge that karaoke is an interactive entertainment form that relies on participant cooperation and enthusiasm. We disclaim liability for participant dissatisfaction, embarrassment, or social discomfort arising from karaoke participation. Karaoke song libraries are subject to licensing availability; we cannot guarantee availability of specific songs and disclaim liability for missing or unavailable titles.

### **5.11 Equipment Rental Client Responsibilities**

Clients who rent equipment without operator services assume full responsibility for proper setup, safe operation, and timely return of equipment in original condition. Rental clients must provide adequate electrical power, secure placement locations, and protection from weather and theft. We disclaim liability for equipment damage, theft, or loss occurring during rental periods. Clients are financially responsible for repair or replacement costs for damaged or lost rental equipment. Rental equipment must be returned clean and in working order; cleaning fees and damage charges will be assessed as necessary.

### **5.12 Massage Equipment (For Entertainment and Wellness Events)**

Massage guns, electric massage mats, and massage tables may be provided for wellness-focused entertainment events, corporate wellness programs, or relaxation zones at celebrations. These devices are intended for brief, self-administered or supervised relaxation experiences and are not medical devices or therapeutic equipment. Clients acknowledge that massage equipment provided at entertainment events is for wellness and relaxation purposes only and does not constitute medical massage therapy or healthcare services.

**Massage Guns:** Portable percussion massage devices (massage guns) provide vibration and percussion for muscle relaxation. Users must follow provided

instructions and safety guidelines. We disclaim liability for injuries arising from misuse including excessive pressure, use on sensitive body areas (neck, spine, joints), use by individuals with medical contraindications (pacemakers, blood clots, fractures, skin conditions), or use by intoxicated individuals. Massage guns must not be used by children under 16 without adult supervision. Users with medical conditions should consult physicians before use.

**Electric Massage Mats:** Electric massage mats provide vibration, heat, or gentle massage sensations for relaxation. Mats must be used on stable, flat surfaces with adequate electrical power. We disclaim liability for burns, electrical shocks, or injuries arising from improper use, defective venue electrical systems, or user medical conditions. Electric massage mats must not be used by individuals with pacemakers, pregnant women, or individuals with heat-sensitive medical conditions. Users must follow provided safety instructions and time limits (typically 15-20 minutes maximum per session).

**Massage Tables:** Portable massage tables are provided for seated or lying relaxation experiences at events. Tables are set up by trained personnel to ensure stability and safety. However, we disclaim liability for falls, injuries, or equipment failure arising from user misuse (exceeding weight limits, rough use, climbing on/off without assistance), venue conditions (uneven floors, inadequate space), or equipment wear and tear. Users must follow provided instructions for safe use. Massage tables are not suitable for intensive therapeutic massage; they are intended for brief relaxation experiences only.

**Important Disclaimers for Massage Equipment:** - Massage equipment at entertainment events is for relaxation and wellness only, not medical treatment - Users assume responsibility for determining their own suitability for massage equipment use - We are not medical professionals and cannot assess medical contraindications - Users with medical conditions, injuries, or concerns should consult physicians before using massage equipment - Massage equipment must not be used by intoxicated individuals - Children under 16 must have adult supervision when using massage equipment - We disclaim liability for pre-existing conditions, injuries, or medical issues exacerbated by massage equipment use

### **5.13 Musical Instruments (For Interactive Music Experiences)**

Musical instruments including handpan, guitar, accordion, djembe drum, shakers, mbira, and harmonica may be provided for interactive music experiences, jam

sessions, or participatory entertainment at events. These instruments are professional-grade equipment that must be handled with care and respect. Clients and participants acknowledge that musical instruments are valuable property and assume responsibility for careful handling.

**Handpan:** Handpans are delicate steel percussion instruments with tuned tone fields. Users must handle handpans gently, using only hands (no mallets or hard objects), and must avoid dropping, striking forcefully, or exposing to moisture. We disclaim liability for damage to handpans caused by user misuse. Handpan rental or use fees may include damage deposits; users are financially responsible for repair or replacement costs for damaged instruments.

**Guitar and String Instruments:** Acoustic guitars and other string instruments must be handled carefully to prevent damage to strings, necks, or bodies. Users should have basic familiarity with guitar handling; complete beginners should receive brief instruction before use. We disclaim liability for broken strings, scratches, or damage arising from user misuse. Guitars must not be exposed to extreme temperatures, moisture, or rough handling.

**Accordion:** Accordions are complex mechanical instruments requiring careful handling. Users must support the accordion properly, operate bellows gently, and avoid dropping or compressing forcefully. We disclaim liability for mechanical damage, bellows tears, or key malfunctions arising from user misuse. Accordion use is recommended for individuals with prior accordion experience or under supervision.

**Djembe Drum and Percussion:** Djembe drums and hand percussion instruments (shakers, etc.) are designed for hand playing. Users must use appropriate hand techniques and avoid striking with hard objects, excessive force, or in ways that could damage drum heads or shells. We disclaim liability for torn drum heads, cracked shells, or injuries to users' hands arising from improper technique or excessive force.

**Mbira (Thumb Piano):** Mbiras are delicate African thumb pianos with metal tines. Users must pluck tines gently with thumbs and avoid bending, pulling, or striking tines forcefully. We disclaim liability for bent or broken tines arising from user misuse. Mbiras are fragile instruments requiring respectful handling.

**Harmonica:** Harmonicas are mouth-blown instruments that involve direct oral contact. For hygiene reasons, harmonicas provided at events are single-use disposable harmonicas or are sanitized between users. Users assume responsibility for hygiene and acknowledge that shared mouth-contact instruments carry inherent hygiene risks.

We disclaim liability for transmission of illnesses through shared harmonicas. Users with contagious illnesses should not use shared harmonicas.

**General Musical Instrument Policies:** - Musical instruments are valuable professional equipment; users must handle with care - Users causing damage to instruments are financially responsible for repair or replacement costs - Instrument use may require damage deposits (refundable upon return in good condition) - Children under 12 must have adult supervision when using instruments - Intoxicated individuals should not handle delicate instruments - Instruments must not be removed from event premises without authorization - We reserve the right to restrict instrument access if misuse or damage occurs

## **5.14 Equipment Malfunction and Service Continuity**

While we maintain equipment in excellent condition and carry backup items when possible, we disclaim liability for service interruptions arising from equipment malfunction, technical failures, or unforeseen breakdowns. In the event of equipment failure, we will make reasonable efforts to deploy backup equipment or provide alternative solutions. However, we do not guarantee uninterrupted service and are not liable for partial service delivery due to equipment issues. Clients are entitled to pro-rated refunds for significant service interruptions (exceeding 25% of contracted service time) but are not entitled to consequential damages, emotional distress claims, or compensation beyond the pro-rated service fee.

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## **6. Event-Specific Terms and Conditions**

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### **6.1 Wedding Receptions**

Wedding entertainment services are provided with the understanding that weddings are emotionally significant, time-sensitive, and highly coordinated events. We commit to punctual arrival, professional conduct, and seamless integration with other wedding vendors. However, we disclaim liability for timeline delays caused by ceremony overruns, venue restrictions, vendor conflicts, or client-requested schedule changes. Clients must provide detailed timelines, vendor contact information, and venue access details at least two weeks prior to the wedding date. We reserve the right

to make real-time adjustments to music selection, volume levels, or service delivery to accommodate venue rules, noise ordinances, or unforeseen circumstances.

**Special Considerations for Weddings:** - Music selection must be finalized at least one week prior; last-minute changes may not be accommodated - "Do Not Play" lists will be honored to the best of our ability, but we reserve the right to make professional judgments to maintain event energy - We are not responsible for guest behavior, intoxication, or conflicts arising during the reception - Outdoor weddings are subject to weather contingencies; backup plans must be established by the client and venue - Drone filming at weddings requires clear airspace, favorable weather, and compliance with venue restrictions; we disclaim liability if drone filming cannot be safely performed

## 6.2 Birthday Parties

Birthday party entertainment services are tailored to the age group and preferences of the guest of honor. For children's birthday parties (attendees under 18), additional safety protocols and parental consent requirements apply (see Section 7). We disclaim liability for participant dissatisfaction, party conflicts, or social dynamics among attendees. Clients are responsible for supervising attendees and maintaining order during the event. We reserve the right to pause or terminate services if attendee behavior becomes unsafe, destructive, or unmanageable.

**Special Considerations for Birthday Parties:** - Age-appropriate music and content will be selected; clients must inform us of age ranges and content restrictions - Karaoke and interactive activities require participant cooperation; we are not responsible for reluctant or uncooperative participants - Food, beverages, and party supplies are the client's responsibility; we disclaim liability for allergies, food safety, or catering issues - For parties involving minors, at least one responsible adult (parent or guardian) must be present at all times

## 6.3 Corporate Events

Corporate entertainment services are provided with professionalism, discretion, and adherence to workplace standards. We understand that corporate events may involve business objectives, brand representation, and professional networking. Clients must inform us of any corporate branding requirements, content restrictions, or messaging

guidelines. We disclaim liability for business outcomes, client satisfaction with corporate messaging, or professional relationships affected by the event.

**Special Considerations for Corporate Events:** - Music and content will be appropriate for professional settings; explicit or controversial content will be avoided unless specifically requested - We respect confidentiality and will not disclose corporate information, attendee identities, or event details to third parties - Video and photography services may be subject to corporate approval processes; clients must clarify approval requirements in advance - Corporate events may require additional liability insurance or vendor agreements; clients are responsible for coordinating these requirements

## 6.4 Concerts and Live Performances

Concert and live performance services involve amplified sound, stage production, and audience engagement at a larger scale than private events. We disclaim liability for audience behavior, crowd dynamics, or incidents occurring in audience areas beyond our direct control. Clients and venue operators are responsible for crowd management, security personnel, emergency medical services, and compliance with venue capacity limits.

**Special Considerations for Concerts:** - Sound levels will comply with local noise ordinances, but we disclaim liability for noise complaints from neighboring properties - Stage setup requires adequate space, electrical power, and structural support; venue suitability must be confirmed in advance - Outdoor concerts are subject to weather cancellation; backup dates or indoor alternatives must be established by the client - Concerts involving alcohol service, ticket sales, or public attendance may require additional permits, insurance, and regulatory compliance (client's responsibility)

## 6.5 Karaoke Events

Karaoke events are interactive entertainment experiences that rely on participant enthusiasm and cooperation. We provide equipment, song libraries, technical operation, and encouragement, but we disclaim liability for participant performance quality, song selection disputes, or social dynamics among participants. Karaoke events may involve alcohol consumption (client's responsibility); we disclaim liability for intoxication-related incidents, offensive language, or inappropriate behavior by participants.

**Special Considerations for Karaoke Events:** - Song availability is subject to licensing and library limitations; we cannot guarantee specific song requests - Microphone sharing may occur; clients concerned about hygiene should provide disposable microphone covers (available upon request) - Karaoke performances may be recorded for client memories; participants consent to recording by participating - We reserve the right to skip or terminate performances that become offensive, excessively lengthy, or disruptive

## **6.6 Outdoor Events and Weather Contingencies**

Outdoor events are subject to weather conditions including rain, wind, extreme temperatures, and lightning. We disclaim liability for weather-related service limitations, equipment protection measures, or event cancellations due to unsafe weather. Clients must establish weather contingency plans including indoor backup locations, tent/cover provisions, or postponement procedures. We reserve the right to cancel or postpone outdoor services if weather conditions pose safety risks to personnel, equipment, or attendees.

**Weather-Related Policies:** - Weather decisions will be made jointly by the Service Provider and client, with safety as the primary consideration - Drone filming is particularly weather-sensitive and may be cancelled due to wind, rain, or poor visibility - Electrical equipment (speakers, lights, power stations) must be protected from moisture; outdoor events require weather-resistant setup locations - Lightning within 10 miles of the event location will result in immediate service suspension until conditions improve - Clients are encouraged to obtain weather insurance for high-value outdoor events

## **6.7 Venue Coordination and Access**

Clients are responsible for securing appropriate venues, obtaining necessary permits, and coordinating access for the Service Providers. We require venue access at least two hours prior to event start time for equipment setup, sound checks, and technical preparation. Venues must provide adequate electrical power (standard outlets or generator access), secure equipment placement locations, and compliance with fire safety and accessibility regulations. We disclaim liability for service delays or limitations arising from inadequate venue facilities, access restrictions, or venue rule violations.

**Venue Requirements:** - Electrical power: Minimum 15-amp circuits for sound equipment; 20-amp circuits preferred for full lighting and effects - Load-in access: Clear pathways, elevators (if applicable), and parking for equipment vehicles - Venue rules: Clients must inform us of all venue restrictions including noise limits, equipment prohibitions, and time constraints - Venue liability: Clients are responsible for venue damage deposits, insurance requirements, and compliance with venue contracts

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## 7. Minor Participation and Parental Consent

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### 7.1 Age Restrictions and Service Separation

Entertainment services provided by Voice The Love Universal and Voice The Change Universal are available to clients and participants of all ages, including minors (individuals under 18 years of age). This is in contrast to our healing services (Love Healing, Esoteric Massage, relationship counseling), which are strictly restricted to adults 18 years of age and older. Clients must clearly understand this distinction: **entertainment services may include minors; healing services may not.**

### 7.2 Parental Consent Requirement

For any event where minors (under 18) will be present as participants, attendees, or subjects of video/photography services, written parental consent is required. The client booking the entertainment service is responsible for obtaining, collecting, and providing parental consent forms from the parent or legal guardian of each minor participant. Our standard Parental Consent Form is available for download on our website and must be completed prior to the event.

### 7.3 Parental Consent Form Contents

The Parental Consent Form includes the following mandatory elements:

- **Minor's Information:** Full name, date of birth, age
- **Parent/Guardian Information:** Full name, relationship to minor, contact information (phone and email)
- **Event Details:** Date, location, type of entertainment service

- **Activity Consent:** Permission for minor to participate in entertainment activities (dancing, karaoke, interactive games)
- **Recording Consent:** Permission for minor to be photographed, filmed, or recorded during the event
- **Media Usage Consent:** Permission for Service Providers to use images/video of minor for promotional purposes (optional; can be declined)
- **Medical Information:** Known allergies, medical conditions, or special needs relevant to event participation
- **Emergency Contact:** Alternative contact person if parent/guardian cannot be reached
- **Emergency Medical Authorization:** Permission to seek emergency medical treatment if necessary
- **Liability Waiver:** Acknowledgment of risks and release of liability for minor's participation

## 7.4 Client Responsibility for Consent Collection

The client booking the entertainment service assumes full responsibility for collecting completed and signed Parental Consent Forms from all parents/guardians of minor participants. Forms must be provided to the Service Provider at least 48 hours prior to the event. We reserve the right to refuse service or exclude minor participants if proper parental consent has not been obtained. We disclaim liability for any legal consequences arising from inadequate or fraudulent consent documentation provided by the client.

## 7.5 Supervision Requirements

Events involving minors require adequate adult supervision at all times. The client must ensure that responsible adults (parents, guardians, or designated supervisors) are present throughout the event in ratios appropriate to the age group and activity level. We disclaim liability for minor safety, behavior, or wellbeing; supervision is the responsibility of parents and the client. Our entertainment personnel are not childcare providers and are not responsible for monitoring, disciplining, or ensuring the safety of minor participants.

## **7.6 Age-Appropriate Content**

Entertainment services for events involving minors will feature age-appropriate music, content, and activities. Clients must inform us of the age range of attendees and any specific content restrictions or preferences. We will exercise professional judgment to select appropriate material, but we disclaim liability for subjective determinations of appropriateness. Parents who object to specific content must communicate restrictions in advance via the Parental Consent Form or direct communication with the Service Provider.

## **7.7 Photography and Video Recording of Minors**

Photography and video recording of minors is subject to strict parental consent requirements. We will only photograph or film minors for whom valid Parental Consent Forms (including recording consent) have been provided. Images and video of minors will be handled with discretion and will not be used for promotional purposes unless explicit media usage consent has been granted by the parent/guardian. Parents have the right to request deletion of images/video of their child at any time; such requests must be submitted in writing within 30 days of the event.

## **7.8 Social Media and Online Sharing**

Clients and attendees frequently share event photos and videos on social media platforms. We disclaim liability for images or videos of minors shared by clients, attendees, or third parties on social media. Parents concerned about online privacy should communicate directly with the client and other attendees regarding social media policies. We recommend that clients hosting events with minors establish clear social media guidelines and communicate them to all attendees.

## **7.9 Minor Safety and Incident Reporting**

In the unlikely event of a safety incident, injury, or medical emergency involving a minor during our entertainment services, we will immediately notify the parent/guardian using the contact information provided on the Parental Consent Form. We will cooperate fully with emergency medical services and will document the incident in accordance with our safety protocols. Clients and parents acknowledge that entertainment activities (dancing, karaoke, interactive games) carry inherent

minor risks of injury (trips, falls, collisions) and that we have taken reasonable precautions to minimize such risks.

### **7.10 Exclusion of Minors from Healing Services**

To reiterate and emphasize: while entertainment services may include minor participants (with proper parental consent), our healing services (Love Healing, Esoteric Massage, relationship counseling, spiritual guidance) are strictly prohibited for individuals under 18 years of age. These services are exclusively for adults and require informed consent, emotional maturity, and legal capacity to contract. Any attempt to book healing services for minors will be refused, and no exceptions will be made under any circumstances.

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## **8. Drone Operations Compliance**

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### **8.1 Regulatory Authority and Certification**

All drone operations conducted by Voice The Love Universal and Voice The Change Universal are performed in strict compliance with French Direction Générale de l'Aviation Civile (DGAC) regulations and European Union Aviation Safety Agency (EASA) standards. Our drone pilots hold valid commercial drone pilot certifications, maintain current knowledge of airspace regulations, and operate only registered and compliant unmanned aircraft systems (UAS).

### **8.2 Drone Registration and Identification**

All drones operated for commercial entertainment services are registered with French aviation authorities and display proper identification markings as required by law. Drone registration numbers and operator identification are available upon request. We maintain up-to-date registration documentation and ensure compliance with all administrative requirements.

### **8.3 Mandatory Drone Liability Insurance**

Commercial drone operations are covered by specialized UAS liability insurance as required by French and EU regulations. This insurance provides third-party liability

coverage for bodily injury, property damage, and privacy violations arising from drone flight operations. Proof of insurance can be provided to clients, venues, or authorities upon request. We disclaim liability for incidents exceeding the coverage limits of our drone insurance policy.

## **8.4 Pre-Flight Safety Assessment**

Prior to every drone flight operation, our certified pilots conduct comprehensive pre-flight safety assessments including weather evaluation, airspace verification, obstacle identification, and risk analysis. Drone operations will only proceed if all safety criteria are met. We reserve the absolute right to cancel or postpone drone filming if safety cannot be assured, and such decisions are final and non-negotiable.

## **8.5 Airspace Restrictions and No-Fly Zones**

Drone operations are subject to numerous airspace restrictions including airports, military installations, government buildings, national monuments, populated areas, and temporary flight restrictions. We utilize real-time geofencing technology and official airspace databases to ensure compliance with no-fly zones. Clients acknowledge that drone filming may be prohibited or restricted at certain locations, and we disclaim liability for inability to perform drone services due to airspace restrictions. Clients are responsible for verifying that their event location permits drone operations; we will conduct independent verification but cannot guarantee approval.

## **8.6 Weather Limitations for Drone Operations**

Drone operations are highly weather-dependent and subject to strict safety limitations. Flights will be cancelled or postponed if weather conditions include:

- Wind speeds exceeding 10 meters per second (approximately 22 mph)
- Rain, snow, or other precipitation
- Fog or reduced visibility below 500 meters
- Temperatures below 0°C or above 40°C
- Lightning within 10 miles of the flight location
- Any other meteorological conditions deemed unsafe by the pilot-in-command

Clients acknowledge that weather-related drone cancellations are beyond our control and that no refunds will be provided for weather cancellations if ground-based entertainment services are still performed.

## **8.7 Visual Line of Sight and Operational Limits**

All drone operations are conducted within visual line of sight (VLOS) of the pilot-in-command as required by DGAC regulations. Maximum flight altitude is 150 meters above ground level unless specific authorization has been obtained. Flight duration is limited by battery capacity (typically 20-25 minutes per battery); multiple flights may be required for extended coverage. We disclaim liability for incomplete coverage or missed aerial shots due to battery limitations, airspace restrictions, or operational constraints.

## **8.8 Privacy and Data Protection for Drone Filming**

Drone filming may inadvertently capture images of individuals, properties, or activities beyond the intended event location. We take reasonable measures to minimize privacy intrusions, but we disclaim liability for incidental capture of third parties or neighboring properties. Clients are responsible for obtaining necessary permissions from venue owners, neighboring property owners, or other affected parties. Drone footage is subject to GDPR data protection requirements; we will handle footage responsibly and will not share or distribute images without client authorization.

## **8.9 Drone Equipment Limitations**

Drones are sophisticated technology subject to technical limitations including battery life, GPS signal dependency, sensor accuracy, and electronic interference. We disclaim liability for technical malfunctions, lost GPS signals, electronic interference, or equipment failures that prevent completion of drone filming. While we carry backup drones when possible, we cannot guarantee redundancy for all scenarios. Clients acknowledge that drone filming is a "best efforts" service and that technical failures may result in incomplete or unavailable aerial footage.

## **8.10 Emergency Procedures and Incident Response**

In the event of a drone emergency (loss of control, equipment malfunction, collision risk), our pilots are trained to execute emergency procedures including immediate

landing, return-to-home activation, or controlled crash landing in safe areas. We will immediately notify clients and authorities of any drone incidents involving property damage, personal injury, or airspace violations. Clients acknowledge that drone operations carry inherent risks and that we have taken all reasonable precautions to minimize such risks.

## **8.11 Prohibited Drone Operations**

We will not conduct drone operations under the following circumstances:

- Over crowds or assemblies of people (unless specific authorization obtained)
- Within 5 kilometers of airports without authorization
- Over sensitive government or military installations
- In violation of temporary flight restrictions (TFRs)
- During nighttime hours without specific night flight authorization
- In controlled airspace without air traffic control clearance
- When pilot is fatigued, impaired, or otherwise unable to safely operate
- When weather or environmental conditions pose safety risks

Clients requesting drone operations in challenging or restricted environments must disclose all relevant information; we reserve the right to decline operations that pose unacceptable risks.

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## **9. Venue and Third-Party Liability**

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### **9.1 Venue Suitability and Client Responsibility**

Clients are solely responsible for selecting suitable venues for entertainment services and ensuring that venues meet all legal, safety, and operational requirements. We disclaim liability for venue defects, hazards, or inadequacies including but not limited to structural instability, electrical deficiencies, inadequate space, poor acoustics, accessibility barriers, or non-compliance with fire safety regulations. Clients must conduct independent venue assessments and obtain professional advice if necessary.

## **9.2 Venue Damage and Property Protection**

While we exercise reasonable care to prevent damage to venue property, we disclaim liability for minor wear and tear, scuff marks, or cosmetic damage arising from normal equipment setup and operation. Clients are responsible for venue damage deposits and must coordinate with venue owners regarding property protection requirements. In the event of significant property damage caused by our negligence, our professional liability insurance will respond in accordance with policy terms; however, clients may be responsible for deductibles or damages exceeding coverage limits.

## **9.3 Third-Party Vendor Coordination**

Entertainment events often involve multiple vendors including caterers, florists, photographers, videographers, and venue staff. We will make reasonable efforts to coordinate with other vendors, but we disclaim liability for vendor conflicts, scheduling disputes, or service failures by third parties. Clients are responsible for overall vendor management and must provide contact information for all vendors at least one week prior to the event. We are not responsible for damages caused by other vendors to our equipment or personnel.

## **9.4 Electrical Power and Infrastructure**

Venues must provide adequate electrical power for entertainment equipment as specified in our technical requirements. We disclaim liability for service limitations arising from inadequate power supply, circuit overloads, or electrical infrastructure failures. Clients must verify electrical capacity with venue owners and must inform us of any power limitations. Use of generators or portable power stations may be required for outdoor or remote locations; associated costs will be communicated in advance.

## **9.5 Neighboring Property and Noise Considerations**

Entertainment services involving amplified sound may affect neighboring properties. Clients are responsible for compliance with local noise ordinances, obtaining necessary permits, and managing neighbor relations. We will make reasonable efforts to control sound levels, but we disclaim liability for noise complaints, municipal violations, or legal actions arising from event noise. Clients should notify neighbors in advance and establish sound level agreements when appropriate.

## **9.6 Public Liability and Crowd Management**

For events open to the public or involving large crowds, clients are responsible for obtaining appropriate public liability insurance, hiring security personnel, implementing crowd management procedures, and ensuring compliance with venue capacity limits. We disclaim liability for crowd behavior, security incidents, or public safety issues beyond our direct control. Our services focus on entertainment delivery; we are not security providers or crowd control specialists.

## **9.7 Alcohol Service and Intoxication**

Many entertainment events involve alcohol service (client's responsibility). We disclaim liability for intoxication-related incidents including injuries, property damage, offensive behavior, or legal violations arising from alcohol consumption. Clients must comply with French alcohol service regulations including age verification, responsible service practices, and prohibition of service to intoxicated individuals. We reserve the right to refuse service or terminate events if attendee intoxication creates unsafe or unmanageable conditions.

## **9.8 Parking and Vehicle Access**

Clients must arrange adequate parking and vehicle access for our equipment vehicles. We require proximity parking (within 50 meters of setup location) for efficient load-in and load-out. We disclaim liability for parking violations, towing fees, or vehicle damage occurring at client-selected venues. Clients are responsible for obtaining parking permits, coordinating with venue management, and ensuring secure vehicle access.

## **9.9 Permits and Regulatory Approvals**

Certain entertainment services may require permits, licenses, or regulatory approvals including event permits, noise permits, temporary structure permits, alcohol licenses, or public assembly permits. Clients are solely responsible for obtaining all necessary permits and ensuring regulatory compliance. We disclaim liability for event cancellations, fines, or legal consequences arising from failure to obtain required permits. We will provide technical information and documentation to support permit applications upon request.

## **9.10 Force Majeure and Venue Closures**

We disclaim liability for service cancellations arising from force majeure events including natural disasters, public health emergencies, government orders, venue closures, or other circumstances beyond our reasonable control. In such cases, we will work with clients to reschedule services or provide partial refunds in accordance with our cancellation policy (Section 12). Clients are encouraged to obtain event cancellation insurance for high-value events.

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## **10. Health, Safety, and Emergency Procedures**

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### **10.1 Health and Safety Commitment**

Voice The Love Universal and Voice The Change Universal are committed to providing entertainment services in a safe, responsible manner that prioritizes the health and safety of clients, attendees, personnel, and the general public. We maintain comprehensive health and safety protocols, conduct regular equipment inspections, and train our personnel in emergency response procedures.

### **10.2 Equipment Safety Standards**

All entertainment equipment meets applicable French and European safety standards including CE marking for electrical equipment, fire safety certifications for lighting and effects equipment, and structural stability standards for stands and mounting systems. Equipment is regularly inspected, maintained, and tested to ensure safe operation. We disclaim liability for equipment failures arising from normal wear and tear, but we commit to immediate equipment replacement or service adjustment if safety concerns arise.

### **10.3 Electrical Safety**

Entertainment equipment utilizes standard electrical power and must be connected to properly grounded outlets or generator systems. We employ surge protection, circuit breakers, and proper cable management to minimize electrical hazards. However, we disclaim liability for electrical shocks, fires, or equipment damage arising from venue

electrical defects, improper wiring, or power supply issues beyond our control. Clients must ensure that venues provide safe, code-compliant electrical infrastructure.

#### **10.4 Fire Safety and Emergency Exits**

We maintain fire safety awareness and ensure that our equipment placement does not obstruct emergency exits, fire extinguishers, or evacuation routes. Smoke machines and fog effects are water-based and do not pose fire hazards, but they may trigger smoke detectors in sensitive venues. Clients must inform venue management of fog effect usage and coordinate with fire safety personnel if necessary. In the event of a fire alarm or emergency evacuation, we will immediately cease operations and evacuate in accordance with venue emergency procedures.

#### **10.5 Trip Hazards and Cable Management**

Entertainment equipment involves numerous cables, power cords, and connection lines that may pose trip hazards. We employ cable covers, tape-down procedures, and strategic routing to minimize trip risks. However, we disclaim liability for trips and falls arising from attendee inattention, intoxication, or failure to observe marked hazards. Clients and attendees must exercise reasonable caution when moving around equipment areas.

#### **10.6 Hearing Protection and Sound Levels**

Entertainment services involving amplified sound may produce high decibel levels that pose risks of temporary or permanent hearing damage with prolonged exposure. We monitor sound levels and comply with French occupational health regulations, but we disclaim liability for hearing damage arising from client-requested volume levels, attendee proximity to speakers, or prolonged exposure. Attendees concerned about hearing protection should maintain safe distances from speakers or use personal hearing protection (earplugs).

#### **10.7 Photosensitivity and Lighting Effects**

Lighting effects including strobes, flashing lights, and intense illumination may trigger photosensitive epilepsy, migraines, or visual discomfort in susceptible individuals. Clients must inform us of any attendees with known photosensitivity conditions, and we will adjust lighting effects accordingly. We disclaim liability for medical incidents

related to lighting effects if proper warnings were not provided. Warning signage regarding lighting effects can be provided upon request.

## **10.8 Respiratory Considerations for Fog Effects**

Fog machines and smoke effects may cause respiratory discomfort for individuals with asthma, COPD, allergies, or other respiratory conditions. Clients must inform us of any attendees with respiratory sensitivities, and we will adjust fog output or discontinue fog effects if necessary. We disclaim liability for respiratory reactions if proper medical information was not disclosed. Fog fluids are water-based and non-toxic, but individual sensitivities vary.

## **10.9 Emergency Medical Response**

In the event of a medical emergency during our entertainment services, we will immediately call emergency services (SAMU 15 or Pompiers 18), provide basic first aid if trained and able, and cooperate fully with emergency responders. However, we are not medical professionals and disclaim liability for medical outcomes, treatment decisions, or emergency response adequacy. Clients hosting events with elevated medical risks should arrange for on-site medical personnel or first aid stations.

## **10.10 Incident Documentation and Reporting**

All safety incidents, injuries, equipment malfunctions, or near-miss events occurring during our entertainment services will be documented in incident reports. Clients will be provided with copies of incident reports for insurance and record-keeping purposes. We cooperate fully with regulatory investigations, insurance claims processes, and legal proceedings related to safety incidents. Clients must report incidents to us immediately (within 24 hours) to facilitate proper documentation and response.

## **10.11 COVID-19 and Public Health Protocols**

In response to ongoing public health considerations, we maintain flexible health and safety protocols that may include enhanced equipment sanitization, contactless service delivery options, and compliance with government health orders. Clients must inform us of any specific health and safety requirements for their events. We disclaim

liability for disease transmission at events; clients and attendees assume personal responsibility for health risk management.

## **10.12 Personnel Training and Qualifications**

Our entertainment personnel are trained in equipment operation, customer service, and basic safety protocols. Drone pilots hold commercial certifications and maintain current regulatory knowledge. However, we are not security professionals, medical personnel, or emergency responders. Our personnel will assist with reasonable safety concerns but are not responsible for overall event safety management, which remains the client's responsibility.

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# **11. Intellectual Property and Recording Rights**

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## **11.1 Music Licensing and SACEM Compliance**

All music played during our DJ and entertainment services is properly licensed through SACEM (Société des Auteurs, Compositeurs et Éditeurs de Musique), the French music rights organization. We maintain current SACEM licensing and remit appropriate royalties for public performance of copyrighted music. Clients are not responsible for music licensing fees for standard DJ services; such fees are included in our service pricing. However, clients hosting large-scale public events or ticketed concerts may have independent SACEM obligations; clients should consult with SACEM directly regarding event-specific licensing requirements.

## **11.2 Client Music Requests and Copyright**

Clients may request specific songs, playlists, or musical genres for their events. We will honor reasonable requests to the extent permitted by our music library and licensing agreements. However, we disclaim liability for unavailability of specific songs due to licensing restrictions, library limitations, or technical access issues. Clients may not provide unlicensed or pirated music files for use during events; all music must be legally obtained and properly licensed.

### **11.3 Video and Photography Ownership**

Video footage and photographs captured during our entertainment services are the intellectual property of Voice The Love Universal or Voice The Change Universal (as applicable) until final payment is received and ownership is transferred to the client. Upon full payment, clients receive a perpetual, non-exclusive license to use, reproduce, and distribute the video and photography for personal, non-commercial purposes. Commercial use of our video and photography requires separate licensing agreements and may incur additional fees.

### **11.4 Client Usage Rights**

Clients may use video and photography from our entertainment services for personal purposes including social media sharing, family distribution, and personal archives. Clients may not sell, license, or commercially exploit our video and photography without written permission. Clients may not alter, manipulate, or misrepresent our video and photography in ways that damage our reputation or violate the rights of depicted individuals.

### **11.5 Service Provider Portfolio and Promotional Use**

We reserve the right to use video, photography, and event descriptions from our entertainment services for portfolio, promotional, and marketing purposes including website galleries, social media posts, and advertising materials. Clients who wish to restrict our promotional use of their event content must notify us in writing at the time of booking; such restrictions may affect pricing or service availability. We will exercise discretion and good judgment in promotional content selection and will honor reasonable client requests for privacy.

### **11.6 Attendee Image Rights and Consent**

Video and photography captured during events may include images of attendees, guests, and third parties. By attending events where our services are provided, attendees consent to being photographed or filmed and acknowledge that such images may be included in client deliverables and our promotional materials. Attendees who object to being photographed or filmed should inform the Service Provider or avoid areas where recording is taking place. We are not responsible for

obtaining individual consent from all attendees; such responsibility rests with the client.

### **11.7 Third-Party Content and Trademarks**

Clients may request incorporation of copyrighted content, logos, trademarks, or branded materials into our entertainment services (e.g., corporate logos in video production, branded music in DJ sets). Clients represent and warrant that they have obtained all necessary permissions, licenses, and rights to use such third-party content. We disclaim liability for copyright infringement, trademark violations, or intellectual property disputes arising from client-provided content.

### **11.8 Live Streaming and Broadcast Rights**

Clients who wish to live stream or broadcast our entertainment services (via social media, webcast platforms, or traditional broadcast) must obtain our written permission in advance. Live streaming may affect pricing due to additional technical requirements, licensing considerations, and potential promotional value. We reserve the right to decline live streaming requests or impose conditions to protect our intellectual property and professional interests.

### **11.9 Editing and Post-Production**

Video production services include basic editing, color correction, and compilation of footage into a final deliverable. Extensive editing, special effects, motion graphics, or custom post-production work may incur additional fees. Clients will be provided with draft versions for review and feedback; reasonable revision requests will be accommodated. However, we reserve final creative control over editing style, pacing, and artistic decisions. Clients who are dissatisfied with editing outcomes may request raw footage (subject to additional fees) for independent editing.

### **11.10 Data Retention and Archiving**

We retain raw footage, project files, and event documentation for a period of 90 days following final delivery. After 90 days, files may be deleted to free storage capacity. Clients who require long-term archiving or future access to raw footage should request extended data retention at the time of booking (subject to additional fees). We are not

responsible for data loss, corruption, or unavailability after the 90-day retention period.

### **11.11 Confidentiality and Non-Disclosure**

We respect client privacy and will maintain confidentiality regarding event details, attendee identities, and sensitive information disclosed during service delivery. However, we are not bound by formal non-disclosure agreements unless such agreements are negotiated and executed in writing prior to service delivery. Clients requiring strict confidentiality (e.g., celebrity events, confidential corporate functions) must request non-disclosure agreements during the booking process.

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## **12. Cancellation, Force Majeure, and Refunds**

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### **12.1 Client Cancellation Policy**

Clients may cancel entertainment services at any time prior to the scheduled event date, subject to the following cancellation fees:

- **More than 60 days before event:** Full refund minus €50 administrative fee
- **30-60 days before event:** 50% refund of total service fee
- **15-29 days before event:** 25% refund of total service fee
- **Less than 15 days before event:** No refund; full service fee retained

Cancellation requests must be submitted in writing via email to the address provided in the service contract. Cancellation is effective upon our written acknowledgment. Verbal cancellations or cancellations submitted through unofficial channels are not valid.

### **12.2 Service Provider Cancellation**

We reserve the right to cancel entertainment services under the following circumstances:

- Force majeure events (natural disasters, public health emergencies, government orders)

- Safety concerns (severe weather, venue hazards, security threats)
- Client breach of contract (non-payment, misrepresentation, violation of terms)
- Regulatory prohibitions (airspace restrictions for drones, permit denials, venue closures)
- Personnel illness or unavailability (we will attempt to provide substitute personnel when possible)

In the event of Service Provider cancellation, clients will receive a full refund of all payments made. We are not liable for consequential damages, alternative service costs, or other losses arising from cancellation. Clients are strongly encouraged to obtain event cancellation insurance for high-value events.

### **12.3 Weather-Related Cancellations**

Outdoor entertainment services are subject to weather-related cancellations or modifications. Weather decisions will be made jointly by the Service Provider and client, with safety as the primary consideration. Weather-related cancellations occurring within 48 hours of the event will result in the following outcomes:

- If services are rescheduled to an alternative date (within 6 months), no cancellation fee applies
- If services cannot be rescheduled, a 50% refund will be provided
- If ground-based services proceed but weather-dependent services (drone filming) are cancelled, a pro-rated refund for the cancelled services will be provided

Clients are encouraged to establish weather contingency plans including indoor backup locations or postponement procedures.

### **12.4 Force Majeure**

Neither party shall be liable for failure to perform contractual obligations due to force majeure events including but not limited to natural disasters (earthquakes, floods, hurricanes), public health emergencies (pandemics, epidemics), government actions (lockdowns, curfews, emergency orders), war, terrorism, civil unrest, strikes, or other circumstances beyond reasonable control. In the event of force majeure, the affected

party will notify the other party as soon as practicable, and both parties will work in good faith to reschedule services or negotiate equitable solutions.

## **12.5 Partial Service Delivery**

If entertainment services are partially delivered due to equipment malfunction, weather interruption, or other unforeseen circumstances, clients are entitled to pro-rated refunds calculated as follows:

- Service interruption less than 25% of contracted time: No refund
- Service interruption 25-50% of contracted time: 25% refund
- Service interruption 50-75% of contracted time: 50% refund
- Service interruption more than 75% of contracted time: 75% refund

Pro-rated refunds are the exclusive remedy for partial service delivery; clients are not entitled to consequential damages, emotional distress claims, or compensation beyond the pro-rated refund amount.

## **12.6 Rescheduling Procedures**

Clients who wish to reschedule entertainment services (rather than cancel) must submit rescheduling requests at least 30 days prior to the original event date. Rescheduling is subject to our availability on the requested alternative date. Rescheduling fees apply as follows:

- First rescheduling request: No fee
- Second rescheduling request: €100 administrative fee
- Third or subsequent rescheduling requests: €200 administrative fee per request

Rescheduled events must occur within 12 months of the original event date; otherwise, standard cancellation policies apply.

## **12.7 No-Show and Late Cancellation**

If the client fails to appear at the scheduled event location ("no-show") or cancels on the day of the event without prior notice, no refund will be provided, and the full service fee is retained. We will make reasonable efforts to contact the client if they do

not appear at the scheduled time, but we are not obligated to wait beyond 30 minutes past the scheduled start time.

## **12.8 Refund Processing**

Approved refunds will be processed within 14 business days of cancellation confirmation. Refunds will be issued to the original payment method used for booking. Clients are responsible for any transaction fees, currency conversion fees, or payment processing fees that are non-refundable.

## **12.9 Deposit and Payment Terms**

Entertainment services require a non-refundable deposit (typically 30% of total service fee) to secure the booking date. The deposit is applied toward the total service fee and is subject to the cancellation policy outlined above. Final payment is due 7 days prior to the event date. Failure to remit final payment may result in service cancellation without refund of the deposit.

## **12.10 Dispute Resolution for Cancellations**

Cancellation disputes will be resolved in accordance with Section 15 (Dispute Resolution) of this policy. Clients who disagree with cancellation fee assessments or refund calculations must submit written disputes within 30 days of the cancellation date. We will review disputes in good faith and provide written responses within 14 business days.

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# **13. Limitation of Liability**

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## **13.1 Maximum Liability Cap**

To the fullest extent permitted by French law, the total aggregate liability of Voice The Love Universal and Voice The Change Universal for any and all claims arising from entertainment services shall not exceed the total service fee paid by the client for the specific event giving rise to the claim. This liability cap applies regardless of the legal theory of liability (contract, tort, negligence, strict liability, or otherwise) and regardless of whether we were advised of the possibility of such damages.

## **13.2 Exclusion of Consequential Damages**

We expressly disclaim liability for indirect, incidental, consequential, special, exemplary, or punitive damages arising from our entertainment services including but not limited to lost profits, lost business opportunities, reputational harm, emotional distress, disappointment, loss of enjoyment, or costs of substitute services. This exclusion applies even if such damages were foreseeable or if we were advised of the possibility of such damages.

## **13.3 Client Assumption of Risk**

Clients acknowledge that entertainment services involve inherent risks including equipment malfunctions, technical failures, weather disruptions, human error, and unforeseen circumstances. By engaging our services, clients voluntarily assume these risks and agree that we shall not be liable for damages arising from risks inherent to entertainment services. Clients are encouraged to obtain appropriate insurance coverage to protect against such risks.

## **13.4 Third-Party Actions**

We disclaim liability for damages caused by third parties including but not limited to venue owners, other vendors, event attendees, trespassers, or members of the public. We are not responsible for the actions, omissions, or negligence of third parties, and clients must seek remedies directly from responsible third parties.

## **13.5 Client Negligence and Contributory Fault**

Our liability is reduced or eliminated to the extent that damages arise from client negligence, misrepresentation, breach of contract, or failure to follow instructions. Clients who fail to provide accurate information, fail to obtain necessary permits, fail to ensure venue suitability, or otherwise contribute to damages bear responsibility for their contributory fault.

## **13.6 Force Majeure Exclusion**

We are not liable for damages arising from force majeure events including natural disasters, public health emergencies, government actions, war, terrorism, civil unrest,

or other circumstances beyond our reasonable control. Force majeure events excuse performance of contractual obligations and do not give rise to liability for damages.

### **13.7 Limitations on Refunds**

Refunds provided under our cancellation policy (Section 12) are the exclusive remedy for service cancellations, partial delivery, or dissatisfaction with services. Clients who receive refunds waive all other claims for damages and agree that the refund constitutes full and final settlement of all disputes arising from the cancelled or partially delivered services.

### **13.8 Insurance Coverage Limits**

Our liability is further limited by the coverage limits of our professional liability insurance and drone liability insurance policies. Claims exceeding insurance coverage limits are the client's responsibility. Clients requiring higher liability coverage should obtain supplemental event insurance or request that we obtain additional coverage (subject to additional fees).

### **13.9 Statute of Limitations**

All claims arising from our entertainment services must be brought within one year of the event date. Claims brought after the one-year statute of limitations are time-barred and will not be considered. This shortened statute of limitations applies to the fullest extent permitted by French law.

### **13.10 Indemnification by Client**

Clients agree to indemnify, defend, and hold harmless Voice The Love Universal, Voice The Change Universal, and their respective owners, employees, contractors, and agents from and against any and all claims, damages, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from:

- Client misrepresentation or breach of contract
- Client failure to obtain necessary permits, licenses, or permissions
- Client negligence or willful misconduct
- Claims by event attendees or third parties arising from client actions

- Violation of intellectual property rights due to client-provided content
- Violation of privacy rights or image rights due to client actions

This indemnification obligation survives termination of the service contract and applies regardless of the legal theory of liability.

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## **14. Regulatory Compliance**

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### **14.1 French Legal Framework**

Voice The Love Universal and Voice The Change Universal operate in full compliance with French law including the French Civil Code, French Commercial Code, French Labor Code, French Consumer Code, and all applicable regulations governing entertainment services, event production, and commercial activities. We maintain all required business registrations, tax compliance, and regulatory filings.

### **14.2 Micro-Entrepreneur Status**

Both entities operate under the French micro-entrepreneur (auto-entrepreneur) regime, which imposes specific legal obligations including simplified tax reporting, social security contributions, and professional liability insurance. We comply with all micro-entrepreneur requirements and maintain current registration with URSSAF (Union de Recouvrement des Cotisations de Sécurité Sociale et d'Allocations Familiales).

### **14.3 VAT Compliance**

All entertainment services are subject to French Value Added Tax (TVA) at the standard rate of 20% unless a reduced rate applies to specific cultural services. VAT is included in all quoted prices (TTC - Toutes Taxes Comprises) for consumer clients. We maintain proper VAT registration, collect VAT on all taxable services, and remit collected VAT to French tax authorities in accordance with legal requirements.

## **14.4 Insurance Requirements**

We maintain all legally required insurance coverage including professional liability insurance (assurance responsabilité civile professionnelle) and drone liability insurance (assurance responsabilité civile drone). Insurance certificates can be provided to clients, venues, or regulatory authorities upon request. We renew insurance coverage annually and maintain continuous protection.

## **14.5 Music Licensing (SACEM)**

We maintain current licensing agreements with SACEM (Société des Auteurs, Compositeurs et Éditeurs de Musique) for public performance of copyrighted music. We declare all entertainment events to SACEM and remit appropriate royalties. Clients are not responsible for SACEM fees for standard DJ services; such fees are included in our pricing.

## **14.6 Drone Regulations (DGAC and EASA)**

All drone operations comply with French DGAC regulations and EASA standards including pilot certification, drone registration, liability insurance, airspace compliance, and operational limitations. We maintain current knowledge of regulatory changes and adapt our operations accordingly. Drone operations are conducted only by certified pilots using registered aircraft.

## **14.7 Data Protection (GDPR)**

We comply with the European Union General Data Protection Regulation (GDPR) and French data protection law (Loi Informatique et Libertés) in our handling of client information, event attendee data, and video/photography content. We maintain a privacy policy that describes our data collection, use, and protection practices. Clients and attendees have rights to access, correct, and delete personal data in accordance with GDPR.

## **14.8 Consumer Protection**

We comply with French consumer protection law including transparent pricing, clear contract terms, fair cancellation policies, and honest advertising. Clients have statutory consumer rights that cannot be waived by contract, and this policy is subject

to consumer protection law. In the event of conflict between this policy and mandatory consumer protection law, consumer protection law prevails.

### **14.9 Accessibility Requirements**

We make reasonable efforts to provide accessible entertainment services for individuals with disabilities in accordance with French accessibility law. Clients with specific accessibility requirements should communicate such needs during the booking process, and we will accommodate reasonable requests. However, accessibility may be limited by venue constraints, equipment capabilities, or operational requirements.

### **14.10 Health and Safety Regulations**

We comply with French health and safety regulations including workplace safety standards, electrical safety codes, fire safety requirements, and public health orders. We conduct risk assessments, maintain safety equipment, and train personnel in safety protocols. Clients and venues share responsibility for overall event safety in accordance with applicable regulations.

### **14.11 Environmental Compliance**

We are committed to environmentally responsible operations including proper disposal of batteries, minimization of single-use materials, and energy-efficient equipment choices. We comply with French environmental regulations and support our affiliated carbon offset initiatives (Voice The Love Universal Carbon Credits). Clients concerned about environmental impact should inquire about our sustainability practices.

### **14.12 Regulatory Changes**

Entertainment services are subject to evolving regulations, and we commit to maintaining current compliance as laws change. Clients will be notified of regulatory changes that materially affect service delivery, pricing, or contractual terms. We reserve the right to modify our services or policies to ensure ongoing regulatory compliance.

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## **15. Dispute Resolution**

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### **15.1 Good Faith Negotiation**

In the event of any dispute, disagreement, or claim arising from our entertainment services, both parties agree to first attempt resolution through good faith negotiation. Clients should submit written dispute notices to the contact information provided in the service contract, and we will respond within 14 business days. Many disputes can be resolved through open communication, reasonable compromise, and mutual understanding.

### **15.2 Mediation**

If good faith negotiation does not resolve the dispute within 30 days, both parties agree to participate in mediation before pursuing formal legal action. Mediation will be conducted by a neutral mediator mutually agreed upon by both parties or, if no agreement can be reached, appointed by the Centre de Médiation et d'Arbitrage de Paris (CMAP). Mediation costs will be shared equally by both parties. Mediation is non-binding, but both parties commit to participating in good faith.

### **15.3 Jurisdiction and Governing Law**

This Entertainment Services Legal Protection Policy and all service contracts are governed by French law. Any legal disputes that cannot be resolved through negotiation or mediation shall be subject to the exclusive jurisdiction of the courts of Paris, France. Both parties consent to personal jurisdiction in Paris and waive any objections to venue or inconvenient forum.

### **15.4 Language**

This policy is written in English for clarity and international accessibility. However, in the event of legal proceedings in French courts, French translations of this policy and service contracts shall govern. We will provide certified French translations upon request.

## **15.5 Severability**

If any provision of this policy is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. Invalid provisions shall be modified to the minimum extent necessary to make them valid and enforceable while preserving the original intent.

## **15.6 Entire Agreement**

This Entertainment Services Legal Protection Policy, together with the specific service contract and any written amendments, constitutes the entire agreement between the parties regarding entertainment services. This policy supersedes all prior negotiations, representations, or agreements, whether written or oral. Modifications to this policy must be in writing and signed by both parties.

## **15.7 Waiver**

Failure by either party to enforce any provision of this policy does not constitute a waiver of that provision or any other provision. Waivers must be in writing and signed by the waiving party. No single waiver constitutes a continuing waiver or waiver of other provisions.

## **15.8 Assignment**

Clients may not assign, transfer, or delegate their rights or obligations under service contracts without our prior written consent. We may assign our rights and obligations to affiliated entities, successors, or assigns without client consent, provided that service quality and contractual obligations are maintained.

## **15.9 Notices**

All notices, disputes, or communications required under this policy must be submitted in writing to the contact information provided in the service contract. Notices are effective upon receipt. Email notices are acceptable if sent to official business email addresses and acknowledged by the recipient.

## 15.10 Survival

Provisions of this policy that by their nature should survive termination of service contracts shall survive, including but not limited to limitation of liability, indemnification, intellectual property rights, confidentiality, dispute resolution, and governing law.

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## Contact Information

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For questions, bookings, or disputes regarding entertainment services, please contact:

### **Voice The Love Universal**

Email: [Contact information to be provided]

Website: <https://voicetheloveuniversal.com>

### **Voice The Change Universal**

Email: [Contact information to be provided]

Website: <https://voicetheloveuniversal.com>

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**Acknowledgment:** By booking, contracting, or participating in entertainment services provided by Voice The Love Universal or Voice The Change Universal, you acknowledge that you have read, understood, and agreed to be bound by this Entertainment Services Legal Protection Policy in its entirety.

**Effective Date:** January 10, 2026

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*This document is a comprehensive legal protection policy designed to minimize liability exposure while providing transparent, professional entertainment services. Clients are encouraged to read this policy carefully and seek independent legal advice if necessary.*