# investigation reveals fraudulent bookings by The Best Singing Waiters left couples out of pocket



An investigation has uncovered the distressing saga of "The Best Singing Waiters," a wedding entertainment company that left couples financially devastated after continuing to take bookings despite being in serious financial trouble. Founded by Frederick and Claire Reeves, this Wigan-based firm specialised in providing entertainers who would surprise wedding guests by bursting into song, promising unforgettable moments on their special days.

However, many couples found their dreams shattered when the promised performers failed to show up, leaving them considerably out of pocket. One mother-of-the-bride, Kathryn Dean from Liverpool, recounted her heartache after losing £1,400 she had paid for two singing waiters meant to add a surprise element to her daughter's wedding. She had initially felt excitement when booking the service, but that joy turned to despair when she discovered via social media that the company had gone bankrupt. Dean detailed her attempts to arrange logistics and confirm bookings; on 8 March 2024, she received a generic email stating that the company had gone into administration—more than 150 days after she had paid the final instalment, leaving her unlikely to reclaim her money.

The investigation by the Insolvency Service exposed the Reeves’ actions as not simply unfortunate but fraudulent. Reports indicated that they had collected at least £43,590 from 43 customers post-major financial troubles, knowing they could not fulfil those bookings. "The serious misconduct that both Frederick and Claire Reeves displayed falls short of the standards we expect of company directors," said Rob Clarke, Chief Investigator at the Insolvency Service. Their disqualification as company directors until 2033 emphasises the gravity of their mismanagement, which left a trail of heartbreak among couples counting on their services.

The emotional toll on those affected extends beyond financial loss; many shared their experiences on social media, voicing frustration and sadness. One bride lamented her situation, stating that her elderly mother had paid for the surprise venture and could not recover the funds. Numerous posts echoed similar sentiments of grief and outrage, highlighting the broader impact of this company’s failure.

While "The Best Singing Waiters" faced legal ramifications, the landscape of wedding entertainment continues, with numerous other companies offering similar services, often with stellar reviews. For instance, Singing Waiters UK, based in Essex, has consistently received high ratings for professionalism and unforgettable performances, as reflected in positive customer feedback. Such thriving companies illuminate the stark contrast to the failures of the Reeves' enterprise and offer reassurance to couples seeking engaging entertainment for their weddings.

In an industry that thrives on memorable moments and joy, the actions of the Reeves serve as a cautionary tale. As the wedding season approaches, couples must navigate these challenges while ensuring the reliability of their service providers. The fallout from this investigation highlights the need for due diligence in the selection of vendors, safeguarding against the kind of heartbreak that so many couples have faced due to the unscrupulous practices of a few.

The Best Singing Waiters may have been designed to create joyous surprises, but the reality has left a painful imprint on many lives, underscoring the importance of trust and integrity in the wedding industry.

## Reference Map:

* Paragraph 1 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490)
* Paragraph 2 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490)
* Paragraph 3 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[2]](https://www.hitched.co.uk/wedding-entertainment/singing-waiters-uk_307955.htm), [[5]](https://www.hitched.co.uk/wedding-entertainment/the-real-singing-waiters_363031.htm)
* Paragraph 4 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[3]](https://uk.trustpilot.com/review/singingwaitersuk.co.uk)
* Paragraph 5 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[6]](https://www.thethreewaiters.com/the-three-waiters-singing-waiters.html)
* Paragraph 6 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490), [[4]](https://uk.trustpilot.com/review/westendsingingwaiters.co.uk)
* Paragraph 7 – [[1]](https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490)

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.dailymail.co.uk/news/article-14764671/wedding-firm-took-payments-gone-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490> - Please view link - unable to able to access data
2. <https://www.hitched.co.uk/wedding-entertainment/singing-waiters-uk_307955.htm> - Singing Waiters UK is a wedding entertainment company based in Harlow, Essex, offering surprise singing performances during events. They have received positive reviews from clients, with ratings of 5 out of 5 for quality of service, response time, professionalism, value for money, and flexibility. Customers have praised their ability to engage guests and create memorable experiences, with one reviewer noting that the performers brought the house down and had everyone dancing and singing along. Another highlighted the performers' talent and the unforgettable atmosphere they created.
3. <https://uk.trustpilot.com/review/singingwaitersuk.co.uk> - Singing Waiters UK has garnered excellent reviews on Trustpilot, with customers commending their professionalism and ability to deliver outstanding performances. One reviewer shared their experience of being let down by another company just a week before their daughter's wedding, but Singing Waiters UK stepped in to provide exceptional service. Another reviewer described their performance as 'absolutely amazing,' with guests still talking about it weeks later. The company's responsiveness and commitment to customer satisfaction are frequently highlighted in the reviews.
4. <https://uk.trustpilot.com/review/westendsingingwaiters.co.uk> - West End Singing Waiters is a UK-based company offering surprise singing performances at weddings and events. They have received positive feedback on Trustpilot, with clients praising their ability to engage guests and create a lively atmosphere. One reviewer described their performance as 'truly extraordinary,' noting that the performers were a delight to work with and that their performance was extraordinary. Another reviewer highlighted the performers' ability to get everyone on their feet, stating that it was the highlight of their daughter's wedding reception.
5. <https://www.hitched.co.uk/wedding-entertainment/the-real-singing-waiters_363031.htm> - The Real Singing Waiters is a UK-based company specializing in surprise singing performances at weddings and events. They have received excellent reviews on Hitched.co.uk, with clients praising their ability to engage guests and create a memorable experience. One reviewer shared their experience of being let down by another company and how The Real Singing Waiters stepped in to provide exceptional service. Another reviewer described their performance as 'absolutely amazing,' with guests still talking about it weeks later.
6. <https://www.thethreewaiters.com/the-three-waiters-singing-waiters.html> - The Three Waiters is a global surprise act specializing in corporate events, private parties, charity dinners, and weddings. They have performed over 13,000 shows in 90 countries, involving three opera singers posing as waiters before revealing themselves and delivering an operatic experience. Testimonials from notable figures, including the late Luciano Pavarotti and Sir Tim Rice, praise their performance. The Three Waiters offer a unique and entertaining experience for various events, combining opera with surprise elements to delight guests.
7. <https://www.thefabuloussingingwaiters.co.uk/> - The Fabulous Singing Waiters is a UK-based company offering surprise singing performances at events. They have received positive reviews from clients, with one reviewer describing their set as 'beautiful, fun, and lively,' and another highlighting the performers' ability to blend into the background and make suggestions discreetly to organizers. The company offers a range of services, including male and female vocalists, PA sound engineer and mics, and various musical arrangements, aiming to provide outstanding entertainment for weddings, corporate events, private functions, and charity dinners.