



**Emerald Entertainment
Booking Terms & Conditions**

1) Booking Administration Fees

- a. An administration fee of £100 is required to reserve and process a date in the band diary.
- b. Booking admin fees are included in the total price quotation issued to clients.
- c. A client is entitled to change a reservation (or cancel and receive a refund of the admin fee) during a cooling-off period which lasts 14-days from the date the booking is confirmed.
- d. After 14-days the administration fee becomes non-refundable and the date non-transferable.
- a. Should a client cancel after the cooling-off period the £100 administration fee will be retained.

2) Postponement and Rebooking

- a. Should a client wish to change a reserved date after the cool off period, an additional £100 fee will be required. A new cool-off period will commence upon receipt of the admin fee. Alternative dates are subject to availability.
- b. Should a booked event which is permitted to proceed become subject to government limitations or restrictions, it may be then rescheduled once free of charge. Further date changes for such permitted events are at the client's discretion and treated as a new booking. An additional £100 admin fee will be required to secure the subsequent date, as outlined in the clause above.
- c. Balance payments made prior to postponement will be retained until the booking is fulfilled.
- d. Any client requiring postponement must agree an alternative date within 12-months of the original booking otherwise our services will be deemed as 'cancelled by the client'. The charges outlined in Section 5 of these terms and conditions may then apply.
- e. If a postponed event is subsequently cancelled, the booking will be deemed as 'cancelled by the client' on the date postponement was first requested. If relevant, the charges outlined in Section 5 of these terms and conditions will then apply to the original booking.

3) Balance Payment Information

- a. Balance payments are settled via two advance instalments.
- b. 50% of the balance is required 90-days before the event and the remaining 50% at 30-days.
- c. Balance payments are to be settled by BACS or direct bank transfer.

- d. Card payments can be accepted via PayPal with fees at the client's expense.
- e. Balance payment invoices should be settled within 7-days of the date of issue.
- f. Non-payment within 7-days could result in termination of the booking and short-notice cancellation charges being applied. Should this scenario occur please resolve as soon as possible in order to stand the best chance of retaining your band/supplier services.

4) Cancellation by the band/supplier

The band/supplier reserves the right to cancel a booking at any time and in such instance agrees to refund balance payments made by the client within 14 days. Administration fees will be retained.

5) Bookings cancelled by the client

The client reserves the right to cancel a booking at any time but in such instance agrees to be bound by the cancellation terms & charges outlined below.

Cancellation requests MUST be submitted in writing by the client.

The band/supplier MUST be contacted to verbally confirm receipt of the cancellation request.

a. Cancellation by client at 0 – 14 days' notice

The band/supplier will be paid (or will retain) 75% of the total booking balance.

The client will receive any refund due within 14-days. Booking admin fees are non-refundable.

b. Cancellation by client at 15 – 90 days' notice

The band/supplier will be paid (or will retain) 50% of the total booking balance and will issue any remaining refund due to the client within 14-days. Booking admin fees are non-refundable.

c. Cancellation by client at 91+ days' notice

The band/supplier will retain only the £100 booking admin fee.

6) Cancellations imposed by Government Measures

- a. If cancellation occurs as a result of government measures not permitting the event to proceed in any shape or form, the band/supplier agrees to refund all client balance payments. Refunds exclude the £100 booking administration fee which is retained as legitimate expense for admin services already carried out in processing the booking and subsequent cancellation.
- b. As a gesture of goodwill, the original booking fee will be honoured once by Emerald Entertainment for a period of 12-months following a government-imposed cancellation. Alternative dates are subject to availability and should be agreed within this 12-month period. Once this period has lapsed an additional £100 admin fee will be required to process a new booking.