

TERMS AND CONDITIONS OF BOOKING:

1. Securing the booking

1. The client is required to secure the booking with a non-refundable & non-transferable deposit as detailed in the accompanying invoice.
2. After paying a deposit, the fact that this contract has not been signed or returned is not sufficient to invalidate the booking or acceptance of these terms.

2. Changes to contract

1. All changes to the contract must be arranged and agreed in advance of the event date, and an updated copy of the contract must be signed by both parties.
2. The agreed fee may be subject to change if any details of the contract are altered by agreement with both the client and Grazia Strings.
3. In the event of any non-fulfilment of this contract, the level of liability to the client or Grazia Strings is limited to a maximum of the fee stated in this contract. Contractual disputes must be notified in writing within seven days of the event.

3. Payment of fees

1. The non-refundable deposit is due within 21 days of invoice, via BACS transfer.
2. The balance is due 21 days prior to the event date, via BACS transfer.
3. If the balance has not been received at least 21 days prior to the event date, Grazia Strings has the right to terminate this contract without penalty and the client will forfeit any other fees paid previously, and remain liable for any cancellations fee due.
4. Where the remaining balance or Cancellation fee has not been received within the specified time frame, an automatic late payment administration fee of £25 will be charged to the client. In addition to this, Grazia Strings reserves the right to claim interest on late payments at 3% above the Bank of England base rate.
5. On some occasions, Grazia Strings may be able to collect cash on the day if it has been agreed by both parties no later than four weeks prior to the event.

4. Travel costs

1. Grazia Strings charges 45p per mile round trip for travel costs, from / to the Royal Northern College of Music, Manchester, in order to covers petrol costs and the distance and time that musicians spend traveling.
2. The client agrees to provide parking at the venue. Where parking is unavailable at the venue, the client agrees to reimburse Grazia Strings for any parking expenses incurred on the day of the event.

5. Cancellation policy

1. In the event of cancellations or postponements of Grazia Strings by the client, the deposit will not be refunded and in addition to this, cancellation fees shall apply, calculated as follows:
 - i. Cancellation over 90 day prior to the event date: No Fee
 - ii. Cancellation made 60-89 days prior to the event date: 50% of Balance
 - iii. Cancellation made 45-59 days prior to the event date: 75% of Balance
 - iv. Cancellation made less than 45 days prior to the event date: 100% of Balance
2. All cancellation fees shall be paid to Grazia Strings within 7 days of the event date via BACS transfer.
3. If the client needs to reschedule or relocate the booking, and Grazia Strings are unable to perform at the new time or place, this will be treated as a cancellation of the contract and clause 5 will apply as normal.
4. In the unlikely event of cancellation or non appearance by Grazia Strings, any fees already paid to Grazia Strings will be refunded to the client in full within 7 days.
5. Exceptions: In the case of a Force Majeure cancellation, at Grazia Strings' discretion, the refund to the client shall be 50%. A Force Majeure Event, under Grazia Strings' terms, occurs where a party is unable to comply with its obligations for reasons out of its control including natural disasters, severe weather conditions, government actions, war, terrorism, riots, strikes, death and acts of God.

6. Delayed event schedules and overtime

1. If the client would like Grazia Strings to stay for longer than the contracted finish time, Grazia Strings may be able to do so as long as all musicians are available. Grazia Strings will charge an overtime fee of £80 per half hour, which must be paid within 3 days of the event date, via BACS transfer.
2. If an event schedule is delayed and Grazia Strings are caught in a situation where they are unable to leave, for example, in the middle of a ceremony or during speeches, an overtime fee may be charged (described in clause 6.1.)

7. Performing conditions

1. Grazia Strings require a performance area of 3 x 2 metres and three (trio option) or four (quartet option) armless chairs to sit on.
2. Grazia Strings can perform outside acoustically if the temperature is above 18 degrees Celsius and always under a shelter, to protect their instruments and equipment from sunlight, rain, wind or insects.
3. Grazia Strings can refuse to play without penalty if the security of Grazia Strings and their equipment is not ensured.
4. When Grazia Strings play on acoustic instruments, they do not use amplification. The client is responsible for placing Grazia Strings in a space with optimal acoustic conditions.
5. If the venue doesn't meet the technical requirements necessary for Grazia Strings to perform their electric sets, Grazia Strings will bring their own full PA system and charge an extra fee of £100 (recommended).

8. Use of alternative / deputy performers.

1. Grazia Strings are a collective of musicians of the same standard and professional competence, and reserves the right to use non-advertised musicians.

This document is subject to change.
An up-to-date version will remain available at :
<https://graziastings.co.uk>

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