

Your T and C's

General

- You are booking *pianopag* to complete a musical service at your venue, for a set time, on a date of your choice. Musical services include: Standard, Bespoke, Shell, No Shell.
- *pianopag* obligation to carry out these services are to be discussed and confirmed via a consultation call or email, and this is a mutual responsibility to ensure all details are shared.
- *pianopag* is a highly skilled technician, with a masters degree from the Royal Northern College of Music, with many years experience in the wedding sector, and will endeavour to provide the best service for all clients, both musically and professionally. Any discrepancies should be guided to *pianopag* for discussion, before further action is taken.
- *pianopag* would be grateful to the client for leaving a review of the service provided, which can be emailed to *pianopag*.

Booking

- All bookings are subject to £100 deposit, and must be paid to affirm your booking, via one of our payment methods.
- Timings, venue details and repertoire requests are to be clearly set out on the booking form, and further confirmed by email thread or consultation call. Until a confirmation has been sent, your booking times should not be assumed and can be cancelled at any time.
- Consultation calls are a complimentary service offered by *pianopag* and should be booked. carefully. Rescheduling these can be done at *pianopag*'s discretion, but is not always guaranteed.
- Any changes to timings for the booking should be relayed to *pianopag* at the nearest possibility. Failure to do so in good time could result in your contract being terminated, with no refund.
- Time change requests within 60 days of the booking can be considered, but not guaranteed, and will be subject to a fee of £100, in addition to any extra time fees you are requesting, which begin from the first agreed booking time.
- Parking and unloading instructions, along with a person who is 'point of contact' should be clearly stated to *pianopag* either via email or consultation call.
- All invoices must be paid by the due on the invoice, else booking may be cancelled, with no deposit refund.
- Contracts must be signed no later than 14 days after consultation call or email confirmation for your booking.

Cancellation

- Any cancellations made after a deposit has been taken and your event has been booked into the diary will not receive a refund of deposit.
- Any cancellations made within the 60 days leading up to your booking will still require full payment from the client, to *pianopag*, regardless of circumstance.

On the day

- Unloading and parking areas should be agreed beforehand, but given clearly and willingly to *pianopag* upon arrival.
- Clear instructions on playing location need to be given to *pianopag* upon arrival.
- If you are wanting *pianopag* to move from one location to another, assistance will be required by a porter, and they should make themselves known.



pianopag's T and C's

Music

- Provide a standard repertoire list that is prepared, to the highest standard, with a good mixture of styles and moods, tailored to the atmosphere at the event.
- Carry out all preparation (research, arrangement and practise) of the **Bespoke** requests to the highest standard, and enquire on its effectiveness afterwards.
- Equipment provided will be in good condition and working order.

Logistics

- Arrive dressed at the very least in a well-presented suit and tie, depending on agreement beforehand. This can extend to full tuxedo, but colours are depending on availability.
- Arrive at the venue at least 30 minutes before the booking, to unload, assemble and prepare for your event.
- If *pianopag* is running late for any reason, to inform the point of contact at the nearest opportunity.
- Leave the occupied space clean and tidy.

If pianopag cancels

- *pianopag* will do their utmost to ensure all logistics run smoothly on the day, but there are always reasons outside of anyones control, that things do not run as they should, such as illness, traffic delays, etc
- If *pianopag* cannot make your event for any reason, a meeting will be called and an alternative pianist arranged. Providing the client is happy with the change, the event will go ahead as normal.
- If the client is not happy with the change, a full refund of all monies will be given to the client.
- If *pianopag* is running late by up to 15 minutes into the scheduled time, no refund will be offered
- If *pianopag* is running late up to 30 minutes into the scheduled time, a partial refund will be offered.
- If *pianopag* is running late up to 1h into the scheduled time, depending on the remainder of the booking, the performance will continue at the clients discretion, with a full refund and complimentary performance upon arrival and set up.

Any quires of terms can be discussed at any time with *pianopag* and is recommended for complete clarity of your booking and obligations.

