

Terms and Conditions

Revised October 2019

Booking, deposit and cancellation

To book the Engagement we require a copy of the contract signed by both parties and a 50% Deposit.

If a date change is required then PianoFactor will use reasonable endeavours to accommodate subject to availability. In the unlikely event that a band member is unable to perform for any reason, PianoFactor shall use all reasonable endeavours to find a suitable replacement for the Engagement.

if in the unlikely event that, due to PianoFactor's negligence or wilful default, PianoFactor are unable perform then all payments made thus far (including the deposit) will be refunded in full.

If any member of PianoFactor is involved in a road traffic accident on the way to the event, PianoFactor will make all reasonable endeavours to contact the Client to discuss the outcome.

The balance is due 3 business days before the day of the Engagement. In the event that cleared funds have not been received 3 business days before the event, PianoFactor reserve the right to terminate the Engagement forthwith and in such circumstances the Client remains liable for PianoFactor's fees and expenses in full.

If the Client cancels for any reason, the deposit is non-refundable.

Load-in, load-out and parking

The Client must ensure that

- i) a temporary loading bay/area is provided at the Venue in order for PianoFactor to load-in and load-out all equipment; and
- ii) lift access is available if the Venue is not on the ground floor.

PianoFactor reserves the right to refuse to load in the equipment if it considers the access dangerous/unsafe/impassable or if there is a risk of injury to the PianoFactor crew or to anybody else present.

The Client shall procure that adequate parking is provided before, during and after the performance, as detailed in the Schedule. If adequate parking is not provided, the Client will be liable to reimburse PianoFactor for any parking fees, charges or fines incurred, such reimbursement to be made within 30 days of receipt by the Client of notification of such fees, charges or fines.

Setting up and sound check

The minimum space requirement for the Engagement will be outlined in the Schedule. Not meeting space requirements could prevent the Engagement from commencing and in such circumstances the Client would remain liable for PianoFactor's fees and expenses in respect of the Engagement.

The Client must allow PianoFactor a timeframe of 1.5 hours (not including load-in) to set up, and carry out a sound check for the Engagement.

The Client acknowledges that not allowing the allocated time could prevent the Engagement from commencing and in such circumstances the Client would remain liable for PianoFactor's fees and expenses in respect of the Engagement.

Travel, accommodation and food

Travel expenses of £0.75 per mile round trip from SG16 6PA and any additional costs, i.e Ferry, Euro-tunnel, flights, congestion charge and tolls, will be charged to the Client. Any additional travel expenses will be outlined in the schedule. Accommodation arrangements as outlined in the Schedule. If PianoFactor is booking the accommodation then this will not be booked until the deposit is paid.

Food arrangements as outlined in the Schedule.

Damages

PianoFactor will be responsible for any damage incurred to their equipment unless:

- i) it is damaged by the venue staff or subcontractors;
- ii) it is damaged by any of the guests;
- iii) it is damaged by delivery or service companies transporting goods to or from the venue;
- iv) it is damaged by a Sound Limiter* cutting power to equipment; or
- v) it is damaged by an inadequate or faulty power source,

in which case the Client will be responsible for the cost of repair of such equipment. If repair costs of such equipment exceed the cost of replacement, or the equipment is unrepairable, the Client will be responsible for the cost of replacement of such equipment. PianoFactor will send a damage report detailing the costs incurred for repair or replacement (as the case may be). Payment is due from the Client within 30 days of receipt by the Client of the damage report.