

Music8 COVID-19 Response

On 15th August 2020, the government advised of a phased adjustment to social distancing measures and advised that indoor performances can resume provided they follow the COVID-19 secure guidelines. This may raise some questions about how this may affect your booking with us and your event overall, in response we have put together some Frequently Asked Questions (FAQs)

FAQ	Response
What does my initial booking deposit cover?	It is an administrative fee for the work that your entertainment coordinator has already provided and will continue to provide for you. This is including but not limited to: securing dates, producing contracts, providing quotes, help and advice by phone / text / email, liaising on behalf of both parties.
My event takes place sometime from October onwards, what should I do?	<p>If your booking takes place in the months of October or later, the advice in this guide may not be relevant to you and we would recommend awaiting further official government action before cancelling or rescheduling. We will be re-visiting this on a regular basis.</p> <p>NOTE – If your booking is outside of lockdown measures or government advice our usual terms and conditions do still apply.</p>
What happens if I am forced to cancel my event due to COVID-19 restrictions?	<p>If you are forced to cancel a booking due to government guidelines, such as banning events of the kind you have booked and over a period where your event was due to take place, then this falls under 'force majeure'.</p> <p>We are offering flexible booking options by helping our client to reschedule any force majeure cancellations relating to COVID-19 to an alternative date with no additional booking/administration fees. We are happy to transfer the booking deposit across to a new date with your act and help as much as we can to get the dates moved as quickly and easily as possible.</p>
What if my first choice of act isn't available?	<p>Working with you, we will help you look for a suitable alternative. We will then move your booking and your paid booking fee over to the new date and new act at no extra administration charge. Please note that performance fees may differ between acts and your initial booking fee deposit cannot be transferred across towards a performance fee.</p> <p>NOTE: The remaining balance is the performance fee that is paid directly to the act closer to the event date for their performance – this is the cost of the act to perform on the event date.</p>
What if I choose to cancel my booking altogether due to enforced COVID-19 measures?	<p>If you choose to cancel your booking altogether due to enforced COVID-19 measures, we can also help you with doing this and liaising with the act on your behalf. Please be aware that your booking fee deposit is non-refundable, however, we are happy to credit it against a new booking in the future if discussed at the time of your cancellation.</p> <p>NOTE: If your event falls within the 'lockdown' period, the 'Force Majeure' clause applies. This means that no party will be liable for any failure to fulfil its obligations and means that there are no performance cancellation fees due to be paid to the act /performer by the customer.</p>
What happens to my booking if it is affected by COVID-19 – but I have not been forced to cancel?	We are encouraging clients to transfer their booking to a new date with the same act to avoid unnecessary cancellation fees and to help keep your first choice of act secured.