



## Encore client cancellation policy

### 1. Summary of cancellation policy

		Notice Period <i>(Time between Cancellation and Event date)</i>			
		≤ 48 hrs***	≤ 14 days	≤ 28 days	over 28 days
Contract duration <i>(Time between Booking confirmation and Cancellation)</i>	≤ 48 hrs	100%	Deposit	Deposit	Deposit
	≤ 28 days	100%	80%	60%	Deposit
	over 28 days	100%	100%	80%	40%

#### Key

- All percentages refer to the percentage of the performance fee (this includes the deposit, but excludes travel expenses) owed in the event of cancellation at the given notice period and contract duration
- “Deposit” refers to 25% of the artist’s performance fee
- ≤ means “less than or equal to”
- “Days” refers to inclusive calendar days, starting at 0:00 and ending at 23:59

# 1. Cancellation policy description

## What happens if I have to cancel a booking?

All bookings arranged via Encore and taken through Encore Pay are subject to our cancellation policy. This ensures fair recompense for the musician for the time and effort involved in organising the booking, and also allows for the decreasing probability of finding alternative work. The following conditions apply:

1. All deposits are 25% of the musician's performance fee and are due immediately once a booking is agreed.
2. Travel expenses are not included in the cancellation policy and are not covered.
3. **For bookings cancelled with a notice period of more than 28 days before the performance date:**
  - i. with 28 days or more since the booking was agreed: 40% of the performance fee is retained (e.g. with an agreed fee of £500, £200 total is payable).
  - ii. with fewer than 28 days since the booking was agreed: the deposit, which is paid upon agreement of the booking and amounts to 25% of the performance fee, is retained (e.g. with an agreed fee of £500, £125 is held).
4. **For bookings cancelled with a notice period of 28 days or less and more than 14 days before the performance date:**
  - i. with 28 days or more since the booking was agreed: 80% of the performance fee is retained (e.g. with an agreed fee of £500, £400 total is payable).
  - ii. with fewer than 28 days but more than 48 hours since the booking was agreed: 60% of the performance fee is retained (e.g. with an agreed fee of £500, £300 total is payable).
  - iii. with fewer than 48 hours since the booking was agreed: the deposit is retained.
5. **For bookings cancelled with a notice period of 14 days or less and more than 48 hours before the performance date**
  - i. with 28 days or more since the booking was agreed: 100% of the musician's performance fee is retained (e.g. with an agreed fee of £500, £500 total is payable).
  - ii. with fewer than 28 days but more than 48 hours since the booking was agreed: 80% of the musician's performance fee is retained (e.g. with an agreed fee of £500, £400 total is payable).
  - iii. with fewer than 48 hours since the booking was agreed: the deposit is retained.

- 6. For bookings cancelled with a notice period of 48 hours or less before the performance date:**
- i. 100% of the musician's performance fee is retained (e.g. with earnings of £500, £500 is payable)

This document is subject to change.

An up-to-date version will remain available at <https://joinencore.com/docs/client-cancellation-policy.pdf>

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