



Gift Card Terms and Conditions

The following terms and conditions apply to the gift cards provided by company 'Base Music Services' company number: 10727104

1. INFORMATION ON WHO WE ARE AND THIS AGREEMENT

1.1. In this agreement, "We", "Us" or "Our" refers to Base Music Services. "You" or "Your" refers to the individual purchasing or using the Gift Card in question.

1.2. This document sets out an agreement between You and Us governing the possession and use of Your Gift Card. This agreement will stand until the last session booked using this card is complete or for a maximum period of twelve months, starting on the date that the Gift Card was purchased. This agreement and all communications between You and Us shall be in the English language.

1.3. By purchasing or using a Gift Card You are indicating to Us that You agree to all of the terms and conditions in this agreement. It is the responsibility of the purchaser to inform the intended cardholder that usage of the Gift Card is subject to these terms and conditions.

2. USING YOUR GIFT CARD

2.1.1. Redeeming a Base Music gift card should be done via the website at www.base-music.com/giftcard

2.1.2. Your Base Music gift cards can be redeemed with a member of staff if preferred. Please email basemusicservices@gmail.com or text/phone 07860148897

2.2.1 Your purchased Base Music gift card will state the number of sessions entitled to you.

2.2.2 Base Music gift cards that do not state the number of sessions entitled are invalid and should be returned to 37 Billing Road Northampton NN1 5DQ

2.3.1 Your Base Music gift card will state the date (up to and including) that it can be redeemed until. Failure to redeem Your card by this date will result in lost sessions.

2.3.2 Your Base Music gift card will state the number of weeks Your sessions can be used within. This will start from the date Your gift card redemption is accepted and confirmed by email.

2.3.3 Base Music gift cards that do not state the number of weeks your sessions can be used within are invalid and should be returned to 37 Billing Road Northampton NN1 5DQ

2.4.1 Once Your gift card is redeemed, Your sessions will be booked with You and Us and are subject to and bound by Our 'Payment and Cancellation policy'.

2.4.2 Your Base Music gift card should be presented to the tutor on the first session to verify the card code.

2.5.1. A purchased gift card cannot be transferred to another owner once redeemed.



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3. CANCELLATION PERIOD AND REFUND PROCEDURE

- 3.1.1 The original purchaser of the Gift Card is entitled to a fourteen day cooling off period from the date of purchase providing no sessions have been used within that period.
- 3.1.2 If You are the original purchaser and You wish to cancel Your Gift, please email basemusicservices@gmail.com to arrange a refund if applicable and return the Gift card to Base Music 37 Billing Road Northampton NN1 5DQ
- 3.2.1 Any funds returned to the original purchaser under this section 3. will be refunded in the same form as they were received. For example, if the original purchaser elected to pay for the Gift Card using a debit or credit card, the funds will be refunded to the same debit or credit card.
- 3.2.2 If You exercise Your right to a refund under section 3. above, We will interpret this as Your withdrawal from this agreement and where possible We will retain the Gift Card.
- 3.2.3 The cooling off period described in section 3. above does not apply to replacement Gift Cards.
- 2.4.3 Any sessions booked with this Gift Card are subject to and bound by Our 'Payment and Cancellation policy'.

4. CHANGES TO THESE TERMS AND CONDITIONS

- 4.1.1 These terms and conditions may be changed or amended at any time for legal, regulatory or security reasons or to enable the proper delivery of the Gift Card scheme. If any changes are made they will be publicised two months before the changes take effect (unless law requires Us to make a more immediate change) and copies of the revised terms and conditions will be made available:

All terms and conditions are subject to change.