



BASE MUSIC

Payment Terms and Cancellation Policy

The following terms and conditions are for the company Base Music Services Ltd.

Payment Terms

1. A minimum of 4 sessions should be booked and paid for in advance to receive discounted rates.
2. Sessions should be taken within the same number of weeks or less as sessions booked. E.g, 6 sessions taken within 6 weeks or less from the first session date.
3. Payment of your sessions should be made upon booking or no less than 48 hours before the first session.
4. Payments can be made in cash or by bank transfer using the following details:
Bank Account Name: **Base Music Services Ltd**
Bank Account: **16681679**
Sort Code: **09-01-29**
Reference: **[Name] first before other desired info**
Please remember to clearly reference your payments to this account **using your name first** so your payment can be correctly accounted for.

Rescheduling and Cancellation

1. Sessions are secured upon receipt of payment confirmation.
2. All rescheduling is subject to availability and require 48 hours or more notice.
3. Rescheduling with less than 48 hours' notice will incur a **£10** administration fee, to be paid at the time of rescheduling.
4. Sessions rescheduled from the **daytime to evening** (after 5 pm or weekend), will incur a **£10** administration.
5. You can reschedule sessions up to half as many times as the number of booked sessions in one group booking.
6. Rescheduled sessions should not extend the existing booking period. In the case of ill health, the booking period can be extended by 2 working days.
7. Sessions cancelled with 48 hours' notice, or more can be refunded, subject to a cancellation fee.

Cancelation fee is 50% of the cancelled session/s' cost paid.

8. Sessions cancelled with less than 24 hours' notice will not be refunded.
9. Rescheduled sessions will not be refunded if later cancelled.