



Postponement/Cancellation Policy

THE CURRENT POLICY is as follows:

If a client cancels 60 days before the event we will refund all monies paid **except for the nonrefundable deposit.**

All cancellations no matter what the reason that occur less than 60 days before the event require full payment and no refunds are available.

Our cancellation policy is industry standard and it's very fair. We book out a year in advance, and if our clients cancel it's nearly impossible to book a replacement event in such a short time frame. However, we also realize that this is an extraordinary situation and we've come up with a Revised Cancellation Policy that is effective for all weddings that are scheduled to occur through the foreseeable future until we get this COVID-19 situation under control.

THE REVISED POLICY is as follows:

If a client cancels 60 days before the event, we will refund all monies paid **except for the nonrefundable deposit. (THIS IS NO CHANGE FROM THE ORIGINAL POLICY)**

If a client cancels less than 60 days before the event for reasons related to COVID-19 the following policy applies:

Musicology will reschedule your event for the future date (no expiration date).

In addition, full payment is due 2 weeks before the new date and no refunds are available.

If the client does not wish to reschedule the event, the nonrefundable deposit may be used for a future event.

As a small business, we hope you understand that while we'd love to be able to offer full refunds to everyone, we simply cannot do so in the context of COVID-19 without Musicology Company suffering irreparable financial harm. Most vendors are holding firm to their cancellation policies without exception, but it is important for us to be able to work with each of you to the best of our ability so that we can spread the risk and loss amongst all of us until we can move past the impact of this pandemic. Hopefully it will be short-lived and we'll be back to business as usual soon.