



**Base Music Services Ltd**

**Address: 35 Billing Road, Northampton, NN1 5DQ**

**Email: [basemusicservices@gmail.com](mailto:basemusicservices@gmail.com)**

**Website: [www.base-music.com](http://www.base-music.com)**

### Payment Terms and Cancellation Policy

The following terms and conditions apply to all services provided by Base Music Services Ltd. By booking any session, you agree to these terms.

#### Payment Terms

- A **minimum of 5 sessions** must be booked and paid for in advance to qualify for discounted rates.
- All sessions in a package must be taken **within the same number of weeks as the number of sessions booked** (e.g., 6 sessions to be taken within 6 weeks or less from the first session date).
- **Full payment** is required at the time of booking or no later than **48 hours before** the first session.
- Payments can be made in cash or via bank transfer to the following account:

**Bank Account Name: Base Music Services Ltd**

**Account Number: 16681679**

**Sort Code: 09-01-29**

**Reference: Your name first, followed by any additional details**

Payments without a clear reference may delay confirmation of your booking.

### **Rescheduling and Cancellation**

- Bookings are **only secured once payment has been confirmed**.
- All rescheduling is **subject to availability** and requires at least **48 hours' notice**.
- Rescheduling with **less than 48 hours' notice** will incur a **£10 administration fee**, payable at the time of rescheduling.
- Rescheduling with **less than 24 hours' notice is not permitted**; the session will be considered missed and non-refundable.
- Rescheduling from **daytime to evening (after 5 pm) or weekends** will incur a £10 administration fee.
- You may reschedule a maximum of **half the number of booked sessions** per block (e.g., for 6 booked sessions, you may reschedule up to 3 times).
- Rescheduled sessions **must fall within the original booking period**.
- Sessions cancelled with **48 hours' notice or more** will be refunded **minus a 50% cancellation fee** of the cancelled session cost.
- Sessions cancelled with **less than 24 hours' notice are non-refundable**.
- Rescheduled sessions that are later cancelled will not be refunded.
- Frequent cancellations or rescheduling may result in refusal of future bookings.

Base Music Services Ltd reserves the right to update these terms and conditions at any time. Any changes will take effect immediately upon publication.