

Orkney Music Rooms

Membership Terms and Conditions

By signing up for a membership, you agree to the following terms and conditions.

1. Membership Payments, Cooling-Off Period and Cancellation

- Membership fees are payable monthly via Stripe. By signing up, you authorise Stripe to collect recurring monthly payments until your membership ends.
- **14-day cooling-off period:** If you sign up online or otherwise enter into a contract where the law provides a cooling-off right, you may cancel your membership within 14 days of entering into the contract. To cancel, please email Hannah at orkneysoprano@gmail.com. If you request that your membership ends during the cooling-off period, you may still be required to pay for services already provided.
- **Cancelling your membership:** After the cooling-off period, you must notify Hannah at orkneysoprano@gmail.com at least one month before the date you wish your membership to end. Please state your requested membership end date in your email.
- **Final payment:** Your final membership payment will be adjusted on a pro-rata basis to reflect the period for which your membership remains active, where applicable. Hannah will confirm your membership end date and any final payment or refund due.
- Your membership includes a set number of bookable hours per calendar month, as specified in your membership plan.
- Unused membership hours expire at the end of each calendar month and cannot be carried forward, exchanged or refunded, except where a refund or adjustment is required because Orkney Music Rooms has cancelled a booking.
- Additional hours beyond your monthly allowance may be booked through AllBooked at the standard pay-as-you-go rate, subject to availability.

2. Bookings and Cancellations

- All room bookings are subject to availability.
- If you need to change a booking made using your allocated membership hours, you must contact Hannah at orkneysoprano@gmail.com at least 24 hours before the booking time. Where sufficient notice is given, your hour can be rescheduled, subject to availability.
- Requests made with less than 24 hours' notice will not be eligible for a rescheduled hour, and the allocated hour will be forfeited.
- Orkney Music Rooms may occasionally need to cancel a booking due to unforeseen circumstances or operational requirements. Wherever reasonably possible, advance notice will be given.

- If Orkney Music Rooms cancels a booking made using membership hours, the affected hours will be reinstated or an alternative booking offered. Where a paid booking cannot be provided, an appropriate refund will be given. This does not affect any statutory rights members may have.

3. Storage and Lockers

- One storage membership covers equipment belonging to one band, equivalent to one allocated cupboard. If you require additional storage space, please contact Hannah to discuss availability and any additional costs.
- Members are responsible for arranging their own insurance to cover equipment and belongings stored at Orkney Music Rooms. Items are stored at the owner's risk.
- All stored items must remain within the space allocated to the member. Items must not encroach on other storage areas or obstruct access.
- Hannah reserves the right to request the removal of stored items where reasonably necessary.
- When a storage or locker membership ends, all stored items must be removed within seven days of the membership end date.
- If items have not been removed within seven days, Hannah may contact the member to arrange their removal or relocation so that the space can be made available to other paying members. Any reasonable costs incurred may be charged to the owner where appropriate and lawful.
- When ending a membership that includes a locker, the locker key must be returned promptly. A replacement fee of £15 will be charged for any key that is lost or not returned.

4. General Terms

- Members are expected to use the rooms and facilities responsibly and to respect the premises, equipment and other users.
- Members must comply with reasonable instructions and rules relating to the safe and appropriate use of Orkney Music Rooms.

5. Contact

For questions about membership, bookings, cancellation or storage, please contact Hannah at orkneysoprano@gmail.com.