



Effective Date: 1st January 2026

1. Definitions

This agreement is made between Ben Stevenson Music ("the Pianist") and the person(s) making the booking ("the Client").

The Client engages the Pianist to provide live music services as outlined in the agreed booking confirmation (email or written agreement), including performance date, venue, timings, and fee.

2. Booking & Payment

2.1 Booking Confirmation

A booking is only confirmed once:

- A non-refundable deposit has been received, and
- Written confirmation (email or signed agreement) has been provided

Once a booking is made, the date will be held for 48 hours while the deposit is processed. If the deposit is not received within this time, the date will be released and may be offered to other clients.

2.2 Deposit

- A 20% non-refundable deposit is required to secure your date
- Payment is made via bank transfer

2.3 Balance Payment

- After the initial 20% non-refundable deposit, a further 30% of the total fee must be paid no later than 6 months before the event.
- The final 50% must be paid no later than 30 days before the event.
- Payment on the day is not accepted unless agreed in advance.

Failure to pay any instalment on time may result in cancellation, with full fees still payable.

3. Changes to Booking

3.1 Change of Date

- More than 6 months' notice: No additional fee (subject to availability)
- Less than 6 months' notice: £100 rescheduling fee

If the Pianist is unavailable on the new date, this will be treated as a cancellation.

3.2 Changes to Timings or Venue

Any changes to performance times, schedule, or venue must be agreed in advance and may incur additional fees.

4. Cancellation

4.1 Cancellation by the Client

All cancellations must be made in writing.

- Deposit is non-refundable
- Additional fees:
- More than 26 weeks' notice: No further charge
- 6-26 weeks: 50% of remaining balance
- Less than 6 weeks: 100% of remaining balance

4.2 Cancellation by the Pianist

In the unlikely event the Pianist cannot perform due to circumstances beyond reasonable control (e.g. illness, accident, severe travel disruption):

- A full refund will be provided
- Assistance in finding a replacement may be offered

Liability is limited to the total amount paid.

5. Performance Details

5.1 Performance Times

- Performance times are based on the agreed schedule
- Booking time refers to the total time hired, not continuous playing time

Short breaks may be taken where appropriate.

5.2 Delays

- If the event is delayed for reasons outside the Pianist's control, the agreed finish time will still apply
- Extensions may be possible but are not guaranteed and may incur additional fees

5.3 Professional Standards

The Pianist will:

- Perform to a professional standard consistent with promotional material
- Be appropriately dressed and conduct themselves professionally
- Accommodate reasonable requests where agreed in advance

6. Venue & Setup

6.1 Access, Setup & Parking

- The Pianist requires approximately 20-30 minutes setup time prior to performance
- Suitable parking must be provided to facilitate easy transport of equipment
- Safe and reasonable access to the performance area must be provided
- Reasonable time to transport equipment to another part of the venue (if relocating) must be allowed

6.2 Space & Power

- Minimum space required: approx. 2m x 2m
- Access to at least one standard power socket is required

6.3 Venue Requirements

- The Client must ensure the venue permits live music
- Any necessary licences must be in place

7. Equipment & Sound

- The Pianist will provide all necessary equipment unless otherwise agreed
- Volume will be adjusted appropriately for the venue

The Pianist is not responsible for:

- Restrictions imposed by sound limiters
- Reduced performance quality due to volume restrictions

8. Outdoor Performances

- Performances outdoors require suitable cover or shade to protect both the Pianist and instruments from rain or excessive heat.
- Access to a safe power source (standard power socket) must be provided for all outdoor performances.
- The Pianist cannot perform in unsafe conditions.
- The Pianist reserves the right to move indoors if conditions change.

The final decision on whether it is safe to perform outdoors rests with the Pianist.

9. Travel & Unforeseen Circumstances

9.1 Expectations

- The Pianist will make all reasonable efforts to arrive on time
- The Pianist is not liable for delays caused by:
 - Traffic
 - Accidents
 - Severe weather
 - Other circumstances beyond control
- Where possible, performance time will be adjusted, but this is not guaranteed.

9.2 Travel Costs

- Travel within a 30-mile radius of the Pianist's base is included.
- For venues further afield, a small additional travel fee may apply, calculated based on distance. This will be confirmed in advance as part of the booking quote.

10. Client Responsibilities

The Client is responsible for:

- Ensuring accurate event details are provided
- Informing the Pianist of any venue restrictions
- Providing suitable parking and access for equipment transport
- Any damage caused to equipment by guests or venue staff

11. Force Majeure

The Pianist is not liable for failure to perform due to events beyond reasonable control, including but not limited to:

- Extreme weather
- Government restrictions
- Venue closure
- National emergencies

12. Photography & Media

The Pianist may take photographs, audio, or video recordings during any part of the performance. These recordings may be used for self-promotion, marketing, or social media purposes.

If you prefer that no images or recordings are taken of your event, please notify the Pianist in writing prior to the event.

13. Data Protection (GDPR)

Client information will be used solely for the purpose of managing the booking and will not be shared with third parties.

All data is stored securely and handled in accordance with UK data protection regulations.

14. General

- These Terms & Conditions are governed by the laws of England and Wales
- By confirming a booking, the Client agrees to these Terms