



Effective Date: 1st January 2026

Refund & Release Agreement

Ben Stevenson Music

Refund & Release Agreement

This Refund & Release Agreement ("Agreement") is made between **Ben Stevenson Music** ("the Musician") and the **Client**.

1. Purpose

1.1 The parties have mutually agreed to cancel the original booking for the Musician's services.

1.2 As a gesture of goodwill, the Musician has agreed to provide the Client with a refund.

1.3 The Refund is offered on the condition that the Client accepts the terms of this Agreement before the Refund is processed.

1.4 No Refund shall be payable until this Agreement has first been accepted by the Client.

1.5 This Agreement shall become binding upon both parties immediately upon the Client's electronic acceptance, at which point the Musician will process the Refund.

2. Amicable Closure of the Booking

2.1 Upon payment of the Refund, the original Wedding Performance Agreement shall be brought to an end by mutual agreement.

2.2 Neither party shall have any further obligations under the original booking, except for the agreements made within this document.

2.3 The Refund represents the final and complete settlement of all monies paid by the Client for the cancelled booking.

2.4 This agreement brings a clean, friendly close to the booking, and the Client agrees not to pursue any further claims against the Musician regarding the cancellation.

3. No Fault

3.1 This refund is given happily and in good faith to allow both parties to move forward cleanly, without any implication of fault, breach of contract, or wrongdoing by either side.

4. Shared Materials

4.1 During the course of the booking, the Musician may have supplied the Client with audio recordings, video recordings, piano arrangements, sheet music, rehearsal recordings, planning documents, emails containing recordings, or sample performances ("Shared Materials").

4.2 These Shared Materials were supplied solely to help the Client preview the Musician's style and assist with planning the original booking.

4.3 The Shared Materials were not supplied for independent entertainment, performance, copying, distribution, or ongoing personal use.

4.4 All copyright and performance rights in these Shared Materials remain exclusively with the Musician.

4.5 This Agreement does not grant the Client any ongoing licence or permission to keep, copy, or use the Shared Materials.

5. Deletion of Materials

Within seven (7) days of receiving the Refund, the Client agrees to:

5.1 Permanently delete all Shared Materials from their devices, including computers, mobile phones, cloud storage, and email accounts.

5.2 Use reasonable endeavours to remove any archived or backup copies where practical.

5.3 Take reasonable steps to ensure that anyone else with whom the Client shared these materials (such as wedding planners or family members) also deletes them.

5.4 Provide a brief written confirmation via email that the materials have been deleted, if requested by the Musician.

6. Guidance on Use

Following acceptance of this Agreement, the Client agrees that they shall not:

6.1 Play or use the Shared Materials during their wedding or at any other event.

6.2 Copy, edit, adapt, or alter the Shared Materials.

6.3 Upload, publish, or share the Shared Materials on any website, cloud service, social media platform, or file-sharing site.

6.4 Share or pass the Shared Materials on to any third party, including other musicians, DJs, venues, videographers, or wedding suppliers.

6.5 Allow any other person to use the Shared Materials.

7. Intellectual Property

7.1 The Client understands that the Shared Materials are protected by the Copyright, Designs and Patents Act 1988 and other applicable UK intellectual property laws.

7.2 To protect this creative work, any unauthorised use of these materials after the refund is issued would be considered a breach of this Agreement.

7.3 The Musician reserves all rights available under the laws of England and Wales to protect their creative work if a breach occurs.

8. Confidentiality

8.1 The Client agrees to keep confidential any specific business information supplied by the Musician that is not already public, such as custom pricing structures, bespoke arrangements, or private planning documents.

9. Mutual Respect

9.1 Both parties value professional courtesy and agree to speak positively or neutrally about one another moving forward. Neither party will post negative feedback, disparaging remarks, or reviews online (including on social media or review platforms) regarding the original booking or this cancellation.

10. Future Representation

10.1 Following the cancellation, the Client will not state or imply that Ben Stevenson Music is performing at or associated with their wedding.

10.2 Where practical, the Client agrees to remove any references to the Musician from wedding websites, public itinerary lists, or social media tags.

11. Survival

11.1 The agreements regarding the Shared Materials, copyright, confidentiality, and mutual respect shall remain in place indefinitely after the booking is cancelled.

12. Entire Agreement

12.1 This document contains the entire agreement between the parties regarding the cancellation and refund.

12.2 Any changes to this Agreement must be made in writing and agreed by both parties.

13. Electronic Acceptance

13.1 The Client acknowledges that confirming acceptance electronically—whether by ticking a box, clicking an acceptance button, or replying to confirm agreement via email—carries the same legal weight as a handwritten signature.

14. Severability

14.1 If any part of this Agreement is found by a court to be unenforceable, the rest of the agreement will still remain fully valid and in force.

15. Governing Law

15.1 This Agreement is governed by the laws of England and Wales.

15.2 Any legal disputes arising from this Agreement shall be handled exclusively by the courts of England and Wales.