



Sing for Pleasure, C/o Bolton Music Service
Mere Hall, Merehall Street, Bolton BL1 2QT

Freephone: 0800 0184 164
(Freephone supplied by Verizon)

Email: admin@singforpleasure.org.uk

Web: www.singforpleasure.org.uk

Event Terms and Conditions

Payment and Booking

For current event dates and costs, please see our website www.singforpleasure.org.uk

Your application is confirmed upon our receipt of your completed online application form **and** the appropriate event fee/deposit. **IMPORTANT NOTE: Our acceptance of your booking brings into existence a legally binding contract between us, on these terms and conditions only. Standard terms and conditions forming part of an institution's Purchase Order, or any other terms sought to be imposed by you in any correspondence will not form part of the contract.**

Event fees, including any additional charges (i.e. summer school accommodation, etc), are due **IN FULL** prior to the event commencing. For Summer School, full payment is required by 1st July of the year in which Summer School takes place. For all other events, payment must be made no later than two weeks before the event start date. **Payment must be made in pounds Sterling by credit/debit card, BACS or exceptionally by cheque.**

For those in financial need, Sing for Pleasure is happy to accept payment by Standing Order instalments: please contact finance@singforpleasure.org.uk in confidence to discuss options. In such cases, the requirement to have completed payment before the event starts may not apply.

For Showcase events, invoices will be issued according to the number of singers stated on the application form. Note, this is a minimum number and so it will not be possible to reduce fees for non-attendees. Subject to capacity, we may be able to accept additional singers and observers for each choir, and will update invoices accordingly.

In the event of late/non-payment we reserve the right to cancel your booking and not accept future event bookings. We also reserve the right to charge interest on outstanding amounts at the rate of 2% per calendar month. Failure to attend the event will result in the full cost being incurred. No refund shall be given.

Event Attendance

Attendees will receive preparatory information and instructions via email to the email address provided on the application form. They may also receive printed materials up to one month prior to the event starting, so please ensure that any postal address entered into the application form is correct. Students should pay particular attention to these address fields to make sure they will be current at the time of the event.

It may be necessary, for reasons beyond the control of Sing for Pleasure, to change the event's timings, venue or tutor(s). If the event operates but with these changes, no refunds will be given.



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Event Cancellations

All requests for cancellations must be received in writing and must not be assumed to be accepted until you have received notification in writing from Sing for Pleasure that it has accepted your cancellation.

As Sing for Pleasure engages tutors, venues and other facilities/services many weeks in advance of an event, a charge may apply for cancellations.

Please note, **deposits are non-refundable**, except in the case of early Summer School cancellations (before 1st July, as noted on the table below). In the case of cancellations, a cancellation fee may be charged. Please see the table below for details:

Calendar days notice before the start date of the event	Refund applicable
Before 1st July (Summer School only)	100% refund of event fee
28 calendar days or more*	100% refund of event fee (minus deposit or cancellation fee**)
14-27 calendar days	50% refund of event fee
Fewer than 14 calendar days	No refund
Failure to attend without notice	No refund

*For Summer School this covers the period between 1st July and 28 days before the event start date.

**For events with no separate deposit payment, Sing for Pleasure may charge a 10% cancellation fee to cover admin costs.

Further information regarding the cancellation policy:

General

It is advised that participants take out adequate insurance to cover unexpected cancellations. As tutor fees, venue hire, accommodation charges will have been agreed before the event starts, we are unfortunately unable to refund even in circumstances of illness/bereavement/family or domestic emergency.

Should a training event be booked late (within 14 days prior to the commencement of an event), and subsequently the participant cancels the place, no refund will be given. Late applications are not deemed accepted until payment is made in full.

Bursaries

If a bursary has been awarded and your place is cancelled with fewer than 14 days' notice, or you do not complete the event for any reason, you will be required to repay the amount of your bursary in addition to losing the right to a refund of the balance, as outlined in the table above. An invoice for this additional amount will be sent to the email address we have on file.

Cancellations by Sing for Pleasure

If there are insufficient numbers booked, Sing for Pleasure reserves the right to cancel the event. The applicant may request a refund or, subject



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to availability, transfer the booking to a future event. In cases where a particular event is oversubscribed, Sing for Pleasure will contact the applicant to discuss options. These may include transferring the booking to a future event, or a receiving a full refund.

Should an event be cancelled by Sing for Pleasure, we will endeavour to inform all delegates at the earliest possible opportunity before the event is due to take place. Sing for Pleasure shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Data Protection

Sing for Pleasure needs to process personal data (including but not limited to name, email, phone, address) for the execution of this contract. Unless you have already signed up for Sing for Pleasure membership, where the data will be held for membership purposes, we will keep this personal data for no longer than is necessary. Please see our Privacy notice on the website for further details.

For those students on conducting courses, additional data about you may be collected during an event – specifically a Conductor Training Record. Sing for Pleasure retains these records for tutor use only and you are asked to submit a data access request should you wish to see them.

Event Provisions

Organising and financing travel to the event venue is the responsibility of the participant, as are any necessary accommodation requirements (unless the accommodation option is selected for Summer School). Where food and refreshments are to be provided, this will be stated on the event details and the cost included in the price quoted. Any special dietary requirements need to be entered on the event application form.

Force Majeure

Sing for Pleasure shall not be liable to refund of fees or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance, pandemic or any other cause whatsoever beyond their control.

Sing for Pleasure is not liable to refund late cancellations in the event of participants being required to self-isolate (either due to a positive test or test and trace contact) during the COVID-19 pandemic. To commit to doing so would make it impossible for us to run events as a charity during this time. As such, we strongly encourage all participants to take out relevant insurance to ensure they are covered in this eventuality.

Entire Agreement

These terms and conditions, together with the current Sing for Pleasure website prices, event details and contact details, set out the whole of our agreement relating to the event. These terms and conditions cannot be varied except in writing signed by the CEO of Sing for Pleasure. In particular, no terms and conditions incorporated within any purchase order and nothing said by any person on behalf of Sing for Pleasure should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods/training offered for sale by Sing for Pleasure. Sing for Pleasure shall have no liability for any such representation being untrue or misleading.

Nick Graham
Head of Finance & Operations

September 2020



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