



BOX HOUSE THEATRE COMPANY

TERMS AND CONDITIONS POLICY

1. GENERAL

Box House Theatre Company are committed to providing excellent services in a timely manner and we always strive to deliver the best customer service to all clients. Unfortunately, in the unlikely event of a cancellation without providing enough notice, it prevents another customer from being served.

Late cancellations have an impact on our service quality whilst impacting customers for future service use. For this reason, **Box House Theatre Company** have implemented a cancellation policy which we encourage all future and existing customers to browse at their leisure or at the point of booking.

2. HOW TO BOOK

1. An enquiry is made by the client with a proposed date(s), timings, and workshop/performance(s) they are interested in. **Box House Theatre Company** provides a quote for the proposed work. *(Please note this is not a contractual agreement, and this quote does not obligate the client to Box House Theatre Company.)*

2. The client accepts the quote and confirms their date and times.

3. If **Box House Theatre Company** chooses to move forward with the booking, they send a **booking** confirmation email and invoice to the client with the final details.

4. Upon receiving the booking confirmation email and invoice, the client enters into a binding contractual agreement with **Box House Theatre Company**. The client is now obligated to adhere to the Terms and Conditions, including payment and cancellation policies.

5. Provisional bookings are not legally binding. **Box House Theatre Company** can only hold provisional bookings for 7 working days. After this period, if the booking confirmation has not been sent, the dates will be released for other schools or clients to book.

5. The client processes payment as per the terms outlined in the invoice.

3. PAYMENT

Full payment for all workshops, performances, or work delivered by **Box House Theatre Company** must be made by the date specified on the invoice and booking confirmation email, which will be sent to the client upon confirmation of the booking.

However, **Box House Theatre Company** understands that delays may occur during holiday periods, closures, or other exceptional circumstances. In such cases, leniency regarding late payments may be granted at the discretion of **Box House Theatre Company**. Please contact us as soon as possible to discuss any payment delays that may arise.

4. MODIFICATIONS TO THE SERVICE AND PRICES

Prices for our products are subject to change without notice. We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

5. CANCELLATION POLICY

Once a school makes a booking with us, we allocate resources to delivering that day, and we do not allow that date to be booked by any other school, so we kindly ask wherever possible you stick to your original date.

In the event of the client cancelling or requesting to postpone the planned booking date with **Box House Theatre Company**, **Box House Theatre Company** may choose to waive any of the stated cancellation terms if an alternative date can be found for **Box House Theatre Company's** visit. This will be at **Box House Theatre Company's** discretion.

- **Client has given at least 28 days' notice of such cancellation to the Company:** Full refund of fees paid/due.
- **Client has provided less than 28 days' notice of such cancellation but more than 14 days':** 50% refund of fees paid/due.
- **Client has given less than 14 days' notice of such cancellation:** No refund.

6. LIABILITY

Box House Theatre Company accepts no liability for loss or damage caused before, during, or after a performance. These damages that **Box House Theatre Company** shall not be liable for include but are not limited to: Economic losses, administrative or overhead charges, any claim made by another party towards **Box House Theatre Company**, any damages that occur resulting in loss.

7. RIGHTS

Box House Theatre Company reserve the right to cancel an arrangement with a client if they feel as though their facilitator is under threat, will be or is poorly treated by the client, or if the client breaches the terms and conditions of this agreement. The cancellation terms above would apply if this were the case, and the client would be liable for the full fee.

If a client requests to make a changes or alteration to a booking, this may or may not be possible and is ultimately at the discretion of **Box House Theatre Company**.

Box House Theatre Company provide their services on an order-by-order basis, meaning that after one performance has been completed, Box House Theatre Company are not bound to the client in a continuous relationship.