



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** provide a quote for 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** choose to move forward with the booking, they send a booking confirmation to the client with the final details, this must be reviewed and agreed via email.
4. The Client agrees to the booking confirmation in writing with further final details and that they agree to **Box House Theatre Company's** Terms and Conditions. By signing and returning the booking form, the client enters a contractual arrangement with **Box House Theatre Company**, and this means the booking is now confirmed and the client is bound by these terms.
5. **Box House Theatre Company** send an invoice to the client.
6. The client pays the invoice.

3. FULL PAYMENT

Full payment for all workshops must be paid by the day before the contracted date of the workshop/performance(s). Upon the client confirming their booking, we will send over an invoice via e-mail. Please make payment as soon as possible.

Box House Theatre Company can provisionally book and we hold dates for 7 days. Once this time has passed, we will release the date for another school to book.

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. CLIENT CANCELLATION REQUEST

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.

Provided the Client has given at least 28 days' notice of such cancellation to the Company, the Client shall be entitled to a refund of 100% of all fees due to be paid/paid on account in relation to the attendance of that delegate.

In the event the Client has provided less than 28 days' notice of such cancellation but more than 7 days then the Client shall be entitled to a refund of 50% of all fees due to be paid/paid.

Where the Client has given less than 7 days' notice of such cancellation to **Box House Theatre Company** then the client shall not be entitled to any refund of fees due to be paid/paid.

Where the Client wishes to cancel the existing booking but rearrange to an alternative date, all funds until completion of booking will be held by **Box House Theatre Company**. All booking re-scheduling must not exceed a two-month (56 days) re-booking period. Further postponement of a re-scheduled date will be judged at **Box House Theatre Company's** discretion and charges may still apply.

If a reschedule is requested, we endeavour to do whatever we can to accommodate this. However, during busy times, it may not always be possible to reschedule your event.

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 payment has not been made to **Box House Theatre Company** within the above timeframe and a cancellation by a client is requested with no alternative date, **Box House Theatre Company** reserve the right to judge suitable fees at their discretion.

6. BOOKING RESHEDULING

Where possible, **Box House Theatre Company** will endeavour to offer an alternative performance date for the client, however, in the event that this is not possible, the above cancellation terms shall apply.

If for any reason **Box House Theatre Company** need to cancel their planned workshop date with a client due to circumstances outside of their control, wherever possible **Box House Theatre Company** would look to arrange an alternative date with the client.

If the school must close due to adverse weather conditions, **Box House Theatre Company** will look to arrange a different date with the client.

If a reschedule date is agreed, the payment terms will be based upon the original date that the event was due to take place, so payment will be due in advance.

Invoices issued for rescheduled dates need to be paid within 28 days, irrespective of when the reschedule date is taking place.

7. DATA PROTECTION

In accordance with S6 s (1) organising a workshop with a school, college or university will require the collection of data to enable contractual obligation to be fulfilled. This is a necessary procedure to enable invoicing to take place. Data will include: Name of school or college, address, telephone, contact name Data will be stored for accountancy and for bookkeeping and will be erased after the financial year has commenced.

8. 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.

9. 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.