



Magnetic North East CIC

www.magneticnortheast.com

Cancellation Policy

Upon initial booking enquiry, the client's date will be recorded as a provisional booking/enquiry.

After confirmation of availability from the artist, the client will be issued with an invoice (stating the full balance and deposit) and the provisional booking will be held for seven days.

Payment of the deposit and a signed contract are due from the client upon receipt of the invoice. The booking becomes a binding agreement once the signed contract and deposit (in cleared funds) have been received by Magnetic North East. If the signed contract and deposit have not been received within seven days of issue, the provisional booking can no longer be guaranteed.

The remaining balance is to be paid no later than 2 months prior to the date of the booking. If the booking is cancelled before this date, or if the balance is not received by Magnetic North East in cleared funds, the booking will lapse and the deposit will be forfeited but no further payment will be due. After this date, no refunds will be issued if the client cancels this booking. We strongly advise that clients take out relevant insurance in case of cancellation.

If a booking is made within the two months prior to the event, the full balance is to be paid up front, and no contracts are made binding until the payment in full has been received by Magnetic North East in cleared funds.

In the case of COVID related uncertainty, the full balance is still due no later than two months before the date of the event. If the event is legally unable to go ahead due to COVID restrictions, we will endeavour, where possible, to reschedule the booking to a new date. All attempts will be made to engage the same artist for this rescheduled booking. Where this is not possible, we will aim to book an equivalent artist, rolled over at the same or comparable price. If the event is unable to be rescheduled and is legally unable to occur, a refund will be made, less the deposit. If the client chooses to cancel a booking which is legally possible under COVID regulations, no refunds will be issued.

In the unlikely event that MNE has to cancel a booking (for example, due to artist illness), we will aim to find a suitable alternative in the first instance. If this is not possible, we will issue a refund including the deposit.

Celebrating and promoting the North East of England through its music, arts, culture, heritage and creativity