



## Customer Cancellation Policy

### **What happens if I cancel my booking?**

We'll always do our best to help out in the unfortunate event you decide to cancel a booking made through Arrive. Whilst we'll try to facilitate refunds where possible, the performer you've booked may be entitled to retain a portion of your payment, with the amount depending on: **(i) when you booked , and (ii) how long before your event date you're cancelling.**

This document explains our cancellation policy, which forms a part of the contract for all bookings made through Arrive.

### **Refunds summary**

#### **If you booked more than 4 weeks (28 days) before the event:**

If you cancel more than 4 weeks before the event, your 35% deposit will be retained by the performer, and no additional fee will be payable.

If you cancel within 4 weeks of the event, you'll receive a refund of 20% of the Performance Fee.

#### **If you were booked within 4 weeks (28 days) inclusive of the event date:**

If you cancel more than 2 weeks before the event, you'll receive a refund of 65% of the Performance Fee.

If you cancel within 2 weeks of your event, you'll receive a refund of 40% of the Performance Fee.

## General notes

**Free cancellations:** You may cancel within 48 hours of making your booking and receive a full refund. The only exception is if you cancel within 48 hours of the event start time, in which case you will only be eligible for a 50% refund.

**Short notice cancellations:** Cancellations made within 48 hours of the event start time will not be eligible for refunds, except if the booking was made within the 48 hours prior to cancellation (see above), in force majeure cases (see below), or at the performer's sole discretion.

**Arrive Cover:** Any fees paid for Arrive Cover will be refunded in the event of a cancellation, except for cancellations made within 48 hours of the event start time.

**Travel expenses:** Performer's travel expenses will be refunded to you in full, except in the case where either (a) you are cancelling within 48 hours of the event start time, or (b) the performer has proof of pre-paid travel expenses which are non-refundable. These scenarios will be handled on a case-by-case basis. Any travel expenses paid by special arrangement to the performer outside the standard payment schedule will also be handled on a case-by-case basis. All other aspects of this cancellation policy relate solely to the performer Performance Fee.

**Bank transfer / cash payments:** Payments made by any method other than card through the Arrive ("Arrive Pay") will not be covered by this cancellation policy. Refunds in these cases must be handled directly with the Performer, and Arrive is unable to enforce any agreement made for a payment outside of this policy.

## Examples

*Mary booked a pianist for \$200 at 7pm on 1st July 2022 to perform for an event in September 2022. At 2pm on 3rd July 2022, Mary cancels her booking. Since she cancelled within 48 hours of booking, and the event is over 48 hours away, she is refunded the full \$200.*

*On 16th September 2022, Roger cancels his \$200 harpist booking for 1st December 2022. The event was both booked and cancelled more than 4 weeks in advance, so the Performer retains the deposit of \$70, but Roger has not made any other payments.*

*On 1st October 2022, Sue makes a \$200 booking for 26th October 2022. She then cancels the booking on 21st October 2022, so she receives a refund of \$80 and the Performer retains \$120.*

## **Exceptions**

In instances where a performance cannot take place due to a "Force Majeure Event", this agreement will be null and void. A Force Majeure Event, under Arrive's terms, occurs where a party is unable to comply with its obligations for reasons out of its control including natural disasters, severe weather conditions, government actions, war, terrorism, riots, strikes, death and acts of God. Under such circumstances, we will endeavour to assist in the resolution of any payment disputes, but will be unable to enforce the transfer of funds between parties.

## **Frequently asked questions**

### **Why don't I receive a full refund after I cancel?**

Arrive is fully committed to fair pay for performers. Our cancellation policy ensures fair recompense for a performer's time and effort involved in organizing a booking, and accounts for the decreasing probability of being able to find alternative work at short notice.

### **When will I receive my refund?**

Refunds typically arrive within 5 working days, but may take up to 10 working days in some cases. We aim to process refunds within 24 hours of being notified of a cancellation, but an additional delay is caused by the card processor's refund time.

### **What if I cancel but want to book a different Performer?**

The cancellation policy will still apply to your first booking, but please get in touch and we'll do our best to help.

### **How are cancellation timings calculated?**

All cancellation timings use exact times across all calendar days. For example, "within 2 weeks" of 7:00pm 1st September 2022 shall be all times up to and including 6:59pm 15th September 2022.

The cancellation time used will be the earliest point at which Arrive was notified of the cancellation. The booking time is the time at which the booking was submitted via the Arrive checkout page.

### **What if I paid the performer via bank transfer?**

Since these bookings are not covered by our cancellation policy, the performer will typically have their own cancellation procedures which they can provide information about on request. For cancellations in these scenarios, Arrive will be unable to enforce any particular terms, since payment has been facilitated outside our system.

### **What if I need to change the time, date or location of my booking?**

If you need to reschedule or relocate your booking, and the booked performer cannot perform at the new time or place, this will be treated as a cancellation of the original booking agreement and the Cancellation Policy will apply as normal.

This document is subject to change.

An up-to-date version will remain available at :

<https://arrive.live/pdf/policy/client-cancellation-policy.pdf>

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### **Refund calculations**

Fee retained		Notice period				
		More than 4 weeks	Less than 4 weeks	More than 2 weeks	Less than 2 weeks	Less than 48 hours
Contract duration	More than 4 weeks	15% (Deposit retained)	60%	-	-	80%
	Less than 4 weeks	-	-	15% (Deposit retained)	40%	80%
	Less than 48 hours	0%	0%	0%	0%	50%