

## Terms and Conditions

**Availability:** Total Experiences are sold as open dated vouchers and the Recipient is free to book their preferred date. Experiences are subject to availability. In order to avoid disappointment, Independent Music Productions recommends that you book your experience well in advance and do not organise travel or accommodation until your booking has been confirmed by Independent Music Productions.

**Booking:** You must not arrive at a venue expecting to redeem a gift voucher without first obtaining a booking confirmation letter, email or number from Independent Music Productions. Independent Music Productions will not be held liable for your costs incurred if the Purchaser does not follow the procedure set out in these Terms and Conditions.

**Payment:** Payments for Total Experience gift vouchers can be made by cash, cheque, debit or credit card. If paying by cheque please make them payable to '**Independent Music Productions**'. Please contact Independent Music Productions if wishing to pay by cash as Independent Music Productions cannot be held responsible for any loss of payments through the post.

**Event Duration:** Details of event duration should be used as a guide only. In most cases there will be more than one experience happening on any given day, therefore it is essential that the client attending an experience arrive to the venue at (or preferably before) the given start time. In the case of the attendee arriving after their given time Independent Music Productions cannot guarantee full use of the gift voucher or given services.

**Safety:** While there is very little personal risk involved in Total Experiences, Independent Music Productions ask that all participants be mindful of their own safety whilst undertaking any experience and listen and adhere to any safety guidance given. Independent Music Productions cannot be held responsibility for any damage or injury caused by participant(s) or spectators not adhering to safety advice. Children under the age of 16 should be supervised by an adult whilst attending a Total Experience. It is the responsibility of the attendee to ensure adequate supervision of participants and spectators throughout the experience.

**Validity:** Each gift voucher is valid for a maximum of twelve months from the date purchased, unless otherwise stated. A voucher will be deemed invalid if it is out of date (the validity date is clearly stated on the gift voucher). If the Purchaser or Recipient is unable to utilise the voucher before the expiry date, then upon the Purchaser contacting Independent Music Productions prior to the expiry date on the voucher and paying an administration fee of £20.00 (if the experience has increased in price they will also need to pay the difference in price), Independent Music Productions will issue a voucher extension cover letter granting an additional twelve month validity. Once a voucher has been extended it cannot be refunded. Vouchers can only be extended if they are still inside their expiry date. Independent Music Productions recommends that all experiences are booked as early as possible.

**Restrictions:** In some cases it may be deemed necessary to place restrictions upon certain experiences (such restrictions will be clearly shown at the time of booking). It is your responsibility to ensure that you purchase a gift voucher appropriate to the need of the Recipient and it is the responsibility of the Recipient to double check that the restrictions are not prohibitive. Independent Music Productions will not be responsible for any unsuitable vouchers being purchased and/or these restrictions set out being breached. If you are unsure of the suitability of any experience please contact Independent Music Productions prior to purchasing a gift voucher.

**Access:** Due to the location of the venues some are not deemed suitable for anyone with mobility difficulties. If you believe access may be difficult please contact Independent Music Productions prior to purchasing a gift voucher in order to discuss other options with you. Independent Music Productions cannot be held responsible for vouchers purchased or bookings made without prior contact to discuss suitability.

**Smoking:** All our venues are non-smoking buildings.

**Alterations:** Independent Music Productions reserve the right to alter or substitute any product or service to that of an equal or higher amount without prior notice.

**Photography:** Independent Music Productions reserve the right to use any photography or video taken during a recording session for promotional purposes. Please inform a member of staff if you do not consent to your photographs or video being used. It is the responsibility of the participant (or adult in the case of a participant under the age of 18) to ensure all attendees consent to photography and video being used in this way.

**Cancellations:** Once you book a specific date and time for an experience, you are bound to Independent Music Productions' cancellation policy. In the event that you need to cancel a booking, you should contact Independent Music Productions with a minimum of 48 hours notice prior to the commencement of the experience. In this case Independent Music Productions will attempt to supply an alternative date and time for the experience. However, Independent Music Productions cannot guarantee availability at this stage. In the event of you cancelling a booking with less than 48 hours notice, the voucher will be deemed invalid and Independent Music Productions cannot be held liable for the loss of the voucher validity.

**Spectators:** All experiences allow the opportunity to bring spectators. However, due to fire regulations and to take into account other bookings on the same day, Independent Music Productions recommend you contact them in advance if you are wishing to bring more than two people to any experience.

**Operators and Liability:** Although Independent Music Productions has sought to select highly experienced operators for all their experiences, Independent Music Productions cannot be held responsible for the safety standards, quality or delivery of experiences or for any loss or damage suffered by you whilst participating in the experience for which the operator shall be solely responsible. By purchasing or redeeming a Independent Music Productions experience voucher, the Purchaser acknowledges that the experiences are dependant on certain factors beyond the control of Independent Music Productions and agree that neither Independent Music Productions nor any associated operator shall be liable for cancellation or postponement of any experience for reasons beyond its reasonable control, including weather related reasons, mechanical and equipment failure or otherwise. Independent Music Productions does not undertake any technical examination of equipment to minimise personal risk. If it occurs that mechanical machinery breaks down the Purchaser should expect reasonable substitutions without notice. Independent Music Productions have tried to ensure that the descriptions and images used on all marketing material are accurate. However, images are intended to give a general idea of the experience described and do not form any contract between the Purchaser and Independent Music Productions.

**Exchanges:** Experience vouchers can be exchanged free of charge subject to written confirmation by letter within 30 days of the purchase date. Exchanges after 30 days will incur a £20 administration charge by Independent Music Productions. Experience vouchers can only be exchanged for alternative experience vouchers at the same or higher price than the original voucher. If the substituted voucher costs more than the original voucher the Purchaser must pay the difference, including any applicable administration charge. Vouchers can be exchanged for those of a lower value but Independent Music Productions is unable to refund the difference in price in this case.

**Refunds:** Once purchased, Total Experience gift vouchers are non-refundable. In the event that you change your mind once purchasing a voucher please contact Independent Music Productions who will offer an exchange as set out under the exchange policy.

**Gift Vouchers:** All vouchers purchased will be sent out by First Class Royal Mail (unless otherwise arranged with Independent Music Productions). Independent Music Productions cannot be held liable for any loss suffered as a result of mail being delayed through no fault of their own. A gift voucher will be deemed invalid if it has been tampered with or defaced. Independent Music Productions accept no responsibility for lost or stolen gift vouchers. If the Recipient is not in to receive the item the additional charges may need to be paid for re-delivery. Please keep the voucher in a safe place and protect them as if they were money.

**Recipient:** It is the responsibility of the Purchaser to inform the Recipient of any part of these Terms and Conditions which may effect their booking.

**By purchasing a Total Experience gift voucher the purchaser accepts the Terms and Conditions as set out above. By booking and attending a Total Experience session the participant (or accompanying adult if the participant(s) is under 18) accepts the Terms and Conditions as set out above.**