



Encore cancellation policy

1. Summary of cancellation policy

How much of my earnings do I receive if the client cancels the booking?

		Notice Period <i>(Time between Cancellation and Event date)</i>			
		≤ 48 hrs***	≤ 14 days	≤ 28 days	over 28 days
Contract duration <i>(Time between Booking confirmation and Cancellation)</i>	≤ 48 hrs	100%	Deposit	Deposit	Deposit
	≤ 28 days	100%	80%	60%	Deposit
	over 28 days	100%	100%	80%	40%

Key

- All percentages refer to the percentage of earnings (this includes the deposit, but excludes travel expenses)
- “Deposit” refers to 15% of the artist’s performance fee
- ≤ means “less than or equal to”
- “Days” refers to inclusive calendar days, starting at 0:00 and ending at 23:59

1. Cancellation policy description

What happens if my booking is cancelled by the client?

All bookings arranged via Encore and taken through Encore Pay are subject to our cancellation policy. This ensures fair recompense for the musician for the time and effort involved in organising the booking, and also allows for the decreasing probability of finding alternative work. The following conditions apply:

1. All deposits are 15% of the musician's performance fee and are paid immediately when the booking is agreed and deposit subsequently paid by the client, subject to valid ID being received.
2. Travel expenses are not included in the musician's earnings and are not covered by the cancellation policy.
3. **For bookings cancelled with a notice period of more than 28 days before the performance date:**
 - i. The deposit, which is paid upon agreement of the booking and amounts to 15% of the performance fee, is retained by the musician (e.g. with an agreed fee of £500, £75 is held by the musician).
4. **For bookings cancelled with a notice period of 28 days or less and more than 14 days before the performance date:**
 - i. with 28 days or more since the booking was agreed: 80% of the musician's earnings are retained (e.g. with an agreed fee of £500, £400 total is payable to the musician).
 - ii. with fewer than 28 days but more than 48 hours since the booking was agreed: 60% of the musician's earnings are retained (e.g. with an agreed fee of £500, £300 total is payable to the musician).
 - iii. with fewer than 48 hours since the booking was agreed: the musician retains the deposit.
5. **For bookings cancelled with a notice period of 14 days or less and more than 48 hours before the performance date**
 - i. with 28 days or more since the booking was agreed: 100% of the musician's earnings are retained (e.g. with an agreed fee of £500, £500 total is payable to the musician).
 - ii. with fewer than 28 days but more than 48 hours since the booking was agreed: 80% of the musician's earnings are retained (e.g. with an agreed fee of £500, £400 total is payable to the musician).
 - iii. with fewer than 48 hours since the booking was agreed: the musician retains the deposit.

6. For bookings cancelled with a notice period of 48 hours or less before the performance date:

- i. 100% of the musician's earnings are retained (e.g. with earnings of £500, £500 is payable to the musician)

This document is subject to change.

An up-to-date version will remain available at <https://joinencore.com/docs/cancellation-policy.pdf>

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