

# ***Pianta Strings Booking Conditions and Requirements***

## **Payment Conditions**

### **1. Deposit**

- A **20%** non-refundable deposit is required at least **thirty (30) days** before the booking date to secure your reservation.
- This deposit guarantees your date; in the case of conflicting enquiries, priority is granted to confirmed deposits.

### **2. Full Payment**

- The remaining balance must be paid no later than **fourteen (14) days** before the event.
- If full payment is not received by this deadline, Pianta Strings may cancel the booking without refunding the deposit
- Late payments may be accepted at Pianta Strings' discretion but will attract a 5% late fee
- In order to avoid additional overtime fees, please ensure that you book us for an appropriate length of time for your event. Overtime is calculated at \$40 plus GST (if any) per 15 minutes, per musician.

### **3. Cancellation Policy**

- **Cancellations:**
  - Pianta Strings offers credits only. Credits may be applied to a postponed performance or performance of a similar nature.
  - If cancellations are made more than thirty (30) days before the event, a full credit is available.
  - If cancellations are made within thirty (30) days of the event, a partial credit will be issued, based on the rehearsal time and other costs that Pianta Strings may have incurred as a result of the late cancellation.
  - In the event of force majeure including (by way of examples only) any Act of God, fire, flood, explosion, earthquake, storm, civil commotion, theft, vandalism, pandemic, acts of central or local government or other factors beyond the reasonable control of Pianta Strings which shall prevent Pianta from carrying out its obligations under this agreement, then Pianta may by notice to the client advise the client of the force majeure event and cancel this agreement.
  - **A request for a refund is at the absolute and sole discretion of Pianta Strings.**
- **Postponements:**
  - If your event is postponed, the deposit may be applied to a new date within six (6) months of the original booking. Other existing payments may also be transferred as credit to the postponed performance.

### **4. Booking Confirmation**

- A confirmation email will be sent after the deposit is received, including details such as the schedule and repertoire

# Venue Requirements

## 1. Seating

- Sturdy, armless chairs are required for the performance:
  - **String quartet**, one chair for the cellist. If bookings are over an hour, three chairs may also be required for the other members.
  - **Duo, one chair each** for pianist and cellist (if applicable; other instrumentalists can stand).

## 2. Environment

- Performances must be **indoors** or in a **shaded area** (eg., gazebo, foliage). Direct sunlight and exposure to the elements can damage our instruments.
- Wet weather arrangements must ensure instruments and equipment are protected from rain.
- Surfaces should be stable and free of sand, dirt or mud

## 3. Amenities

- Provide bottled water for the musicians
- Ensure a flat, stable setup area
- Secure space for storing personal belongings including instrument cases

## 4. PA System Hire Conditions

- Amplification of Pianta Strings can be provided if necessary for your event. This may be helpful if you expect the performance to take place in a noisy environment. Please contact us to arrange this.
- Use of the PA system will incur a **\$50 plus GST (if any)** additional cost and will require access to power.

# Repertoire

## 1. Song Requests

- You are welcome to request songs for your event from our repertoire list, which is available on the Pianta Strings website. Alternatively, we can select repertoire based on the mood and nature of the event.
- Song requests must be submitted at least **two weeks** before the event
- If you would like to request songs that are not on the repertoire list, please notify us and we will try our best to source sheet music. If sheet music is unavailable, Pianta Strings may be able to arrange or compose the piece for an additional **\$50 plus GST (if any)**. Please note that time constraints, sheet music availability, and other practicalities may limit our ability to accommodate such requests.

## Pianta's right to cancel

- If venue requirements are not met, Pianta Strings may adjust or reduce the performance to ensure safety
- Pianta Strings reserves the right to cancel performances if weather protection arrangements are found to be inadequate upon arrival at the venue
- Client will remain responsible for the **full payment** as per the original invoice.

***Please review these conditions carefully. By confirming your booking, you agree to all terms and conditions above.***

*Feel free to email us for further clarification if needed*  
[piantastrings.music@gmail.com](mailto:piantastrings.music@gmail.com)

### Client Signature

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Date:

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### Pianta Strings Representative

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Date:

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