

Reimbursement Policy

In the Occurrence of Event Cancellation / Postponement

Note: Any postponement is also considered as a cancellation of a booked event date.

If your postponement/cancellation's notice is served 2 or more months before the supposed event date, then your paid deposit will be reimbursed in the rate as follows:

- 70% of paid deposit to be reimbursed if the supposed event date is 6 – 12 months from the notice
- 50% of paid deposit to be reimbursed if the supposed event date is 5 months from the notice
- 25% of paid deposit to be reimbursed if the supposed event date is 4 months from the notice
- 12% of paid deposit to be reimbursed if the supposed event date is 3 months from the notice
- 5% of paid deposit to be reimbursed if the supposed event date is 2 months from the notice

In the occurrence (date of your notice) of postponement, where your chosen live band is not available for the newly fixed event date, then a reimbursement shall be made accordingly to the cancellation rate as above.

If and only if both parties (you and the live band) are subjected to a postponement/cancellation that is beyond anyone's call (e.g. government's restrictions, natural disasters), you will lose 40% of your paid deposit. The remainder 60% of the deposit will be reimbursed or transferred to a new booking in the case of postponement.

For postponed a gig, an invoice shall be re-issued with its newly confirmed event date. As the deposit payment for booking an event date is always half of the subtotal, a top-up is required to re-book our service.