



Booking and Cancellation Policy

Booking Confirmation

A booking will not be considered 'confirmed' until

- a representative of the group, school or organisation making the booking has signed and returned the Booking Contract provided by Untold Theatre
- an initial Deposit Payment has been received by Untold Theatre, and the transaction has cleared (details below)
- Untold Theatre have issued written confirmation to the school, group or organisation making the booking that the above criteria have been met

Booking must be 'confirmed' within 4 weeks (20 working days) of the initial enquiry, otherwise the requested date may be offered to another group, school or organisation.

Deposit

For every confirmed booking, a retainer of £100 is requested. This £100 retainer is **not** an additional fee, and will be deducted from the final amount payable for services rendered by Untold Theatre.

This deposit must be paid in full within 4 weeks (20 working days) of booking. If not paid within 4 weeks, Untold Theatre reserve the right to offer the booking in question to another group, school or organisation without prior notice.

Details or refunds/cancellations are outlined below.

Payment

Full payment for services rendered by Untold Theatre must be received no more than 4 weeks (20 working days) after the day of the booked performance/workshop.

An invoice will be issued after the performance/workshop for your records.

Failure to pay Untold Theatre for services rendered within the above time-frame will be considered a breach of contract.

Details of refunds/cancellations are outline below.

Cancellations

Cancellations made 12 weeks or more before the performance/workshop date will not incur any charges, with the £100 deposit being refunded in full.

Cancellations made within 12 weeks of the performance/workshop date will not incur any charges, however the £100 deposit will not be refunded.

If a cancellation is made within 4 weeks of the performance/workshop date, the school, group or organisation making the cancellation will be charged the full price of the original booking, unless the circumstances are mutually agreed to be exceptional/mitigating.

Re-scheduling

Bookings may be re-scheduled up to 4 weeks before the performance/workshop date at no additional cost.

Any re-scheduling made less than 4 weeks before the performance will incur an additional £100 to the school, group or organisation that made the booking.

If Untold Theatre are unable to accommodate a re-booking request, the booking will then be treated as a cancellation, with the above Cancellation Policies applying.

Re-scheduling/Cancellations made by Untold Theatre

If a booking must be re-scheduled due to any oversight of Untold Theatre and it's employees

- no additional fees will be charged to the group, school or organisation that made the booking
- the school, group or organisation will receive a 10% discount off the total amount payable for the booking

If a re-scheduled date cannot be settled upon by both parties, this will be treated as a cancellation. In this instance the group, school or organisation that made the booking will not be charged any fees, and the £100 deposit will be refunded in full.