Nixon Entertainment customer cancellation policy

## What happens if I cancel my booking?

We'll always do our best to help out in the unfortunate event you decide to cancel a booking made through Nixon Entertainment. Whilst we'll try to facilitate refunds where possible, the artist you've booked may be entitled to retain a portion of your payment, with the amount depending on: **(i) when you booked**, and **(ii) how long before your event date you're cancelling**.

This document explains our cancellation policy, which forms a part of the contract for all bookings made through Nixon Entertainment.

## Refunds summary

**If you booked more than 4 weeks (28 days) before your event - payment of a 30% deposit is payable upfront, with the remaining performance fee due on the day of the booking:**

If you cancel within 48 hours of sending a Booking Request, you'll be entitled to a full refund of your 30% deposit.

If you cancel after 48 hours of sending a Booking Request and more than 4 weeks before the event, your 30% deposit will not be eligible for a refund, but no additional fee will be payable.

If you cancel after 48 hours of sending a Booking Request and within 4 weeks of the event date, neither your deposit nor the remainder payment will be eligible for a refund.

**If you booked within 4 weeks (28 days) inclusive of your event date, payment of the full performance fee is due upon booking:**

If you cancel within 48 hours of sending a Booking Request, you'll be entitled to a full refund of the Performance Fee.

If you cancel after 48 hours of sending a Booking Request and more than 2 weeks before the event, you'll receive a refund of 40% of the Performance Fee.

If you cancel after 48 hours of sending a Booking Request and between 1-2 weeks before your event, you'll receive a refund of 20% of the Performance Fee.

If you cancel after 48 hours of sending a Booking Request and within 1 week of your event, your payment will not be eligible for a refund.

## General notes

**Free cancellations:** You may cancel within 48 hours of sending a booking request and receive a full refund. The only exception is if this means you are cancelling within 48 hours of the event start time, in which case you will only be eligible for a 50% refund. **To be eligible for a full refund, the cancellation must be registered in our system within 48 hours of sending your booking request.** To register your cancellation in our system, please email enquiries@nixon-entertainment.com. Doing so will instantly put your booking in our cancellation queue, pause any upcoming transactions, and inform the artist of the cancellation. Your full refund will reach your bank account within a few days of requesting the cancellation.

**Climate Contribution:** Any fees paid as a Climate Contribution will be refunded in the event of a cancellation, except for cancellations made within 48 hours of the event start time.

**Travel expenses:** Any travel expenses paid by special arrangement to the artist outside the standard payment schedule will be handled on a case-by-case basis. Should an artist incur non-refundable expenses when arranging travel or accommodation in relation to your booking, they may be entitled to reimbursement of those expenses in addition to their normal cancellation fee. Nixon Entertainment reserves the right to amend your refund amount in order to cover these expenses, on a case by case basis and upon presentation of proof of a non-refundable purchase.

**Cash payments:** This cancellation policy only covers payments made through Nixon Entertainment's payment system, which applies to all card payments and the majority of bank transfer payments (depending on the date of your booking). If you select a payment method at checkout that falls outside this policy and requires you as the Client to pay the Artist directly, you will be asked to accept the modified terms to continue. Refunds in these cases must be handled directly with the artist, and Nixon Entertainment is unable to enforce any agreement made for a payment outside of this policy.

## Examples

*David booked a pianist for £200 at 7pm on 1st July 2026 to perform for an event in September 2026. At 2pm on 3rd July 2026, David cancels his booking.*
*Since he cancelled within 48 hours of booking, and the event is over 48 hours away, he is refunded the full £200.*

*On 16th September 2026, Leah cancels her £200 harpist booking for 1st December 2026. The event was both booked and cancelled more than 4 weeks in advance, but outside the 48hour so the deposit is retained, but Leah does not have to make any other payments.*

*On 1st October 2026, Sue makes a £200 booking for 26th October 2026. She then cancels the booking on 18th October 2026, so she receives a refund of £40.*

## Exceptions

**Force Majeure:** In instances where a performance cannot take place due to a "Force Majeure Event", this agreement will be null and void. A Force Majeure Event, under Nixon Entertainment's terms, occurs where a party is unable to comply with its obligations for reasons out of its control including natural disasters, severe weather conditions, government actions, war, terrorism, riots, strikes, death and acts of God. Under such circumstances, we will endeavour to assist in the resolution of any payment disputes, and will do so on a case-by-case basis.

**BACS Payments:**
Please note that bookings paid via BACS (bank transfer) follow different cancellation and payment processes, and therefore customers paying by BACS aren't eligible for a full refund within 48-hours of placing the booking. For bookings paid via BACS, the required deposit must be received within 3 business days of booking confirmation. The

payment window may be extended to 5 business days, at which point the booking may be automatically cancelled, and the date made available to other customers. In such cases, no further payment will be due.

Booking Lead Time for BACS bookings will be measured from the date the booking was first requested at checkout, regardless of the time taken to make payment.

**Refunds Summary:**

**If you booked more than 4 weeks (28 days) before your event:**

- Cancellation more than 4 weeks before the event: Your deposit will be returned, with no further payment due.
- Cancellation within 4 weeks of the event: You won't be eligible for a refund of the deposit.

**If you booked within 4 weeks (28 days) of your event date:**

- Cancellation more than 2 weeks before the event: You'll receive a refund of 40%of the Performance Fee.
- Cancellation within 1-2 weeks of the event: You'll receive a refund of 20% of the Performance Fee.
- Cancellation within 1-2 weeks of the event: You won't be eligible for a refund.

## Artist cancellations

In the rare instance that a musician is forced to cancel a booking, one of our team will be in touch to discuss alternative options with you. In most cases, we are able to find a perfect replacement and the performance can go ahead as planned. However, you will also have the option of a full refund.

It is our policy that artists should always inform Nixon Entertainment of a booking cancellation. However, if your artist informs you directly of a cancellation, please reach out to us on 07825 599434, and our team will be happy to help.

## Frequently asked questions

### Why don't I receive a full refund after I cancel?

Nixon Entertainment is fully committed to fair pay for artists. Our cancellation policy ensures fair recompense for a artist's time and effort involved in organising a booking, the loss of other work due to holding the date for your event, and accounts for the decreasing probability of being able to find alternative work at short notice.

### When will I receive my refund?

Refunds typically arrive within 5 working days once processed, but may take up to 10 working days in some cases. We aim to process refunds within 24 hours of being notified of a cancellation, but an additional delay is caused by the payment processor's refund time, as well as the recipient bank's own timelines.

### What if I cancel but want to book a different artist?

The cancellation policy will still apply to your first booking, but please get in touch on 07825 599434 and we'll do our best to help.

### How are cancellation timings calculated?

All cancellation timings use exact times across all calendar days. For example, "within 2 weeks" of 7:00pm 1st September 2025 shall be all times up to and including 6:59pm 15th September 2025.

The cancellation time used will be the earliest point at which Nixon Entertainment was notified of the cancellation. The booking time is the time at which the booking was submitted to Nixon Entertainment.

**What if I paid the artist with a direct bank transfer?**

Bookings where a bank transfer is made directly to a artist (and not to Nixon Entertainment), are not covered by our cancellation policy, and the artist will typically have their own cancellation procedures which they can provide information about on request. For cancellations in these scenarios, Nixon Entertainment will be unable to enforce any particular terms, since payment has been facilitated outside our system.

**What if I need to change the time, date or location of my booking?**

If you need to reschedule or relocate your booking, and the booked artist cannot perform at the new time or place, this will be treated as a cancellation of the original booking agreement and our Client Cancellation Terms will apply as normal. These changes may be accommodated at the artist's discretion, and our team will be on hand to assist on 07825 599434.

This document is subject to change.
An up-to-date version will remain available within our FAQ's on the website.: www.nixon-entertainment.com

Nixon Entertainment's full Terms & Conditions can be found on the website under 'About Us'.

Version 1.2
Last updated 20 August 2026
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## Appendix 1: Refund calculations for Nixon Entertainment Pay bookings

***Note: BACS bookings***
*Please note that customers who opt to pay Nixon Entertainment via BACS will follow different cancellation and payment processes, and don't qualify for the 48-hour free cancellation period. See "Exceptions: BACS Payments" above for more information.*

| **Refund due** † | | **Notice period** | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | **Within 48 hours of Booking Request** | **More than 4 weeks** | **Less than 4 weeks** | **More than 2 weeks** | **1-2 weeks** | **Less than 1 week** | **Less than 48 hours** |
| **Booking Lead Time*** | **More than 4 weeks** | 100% | (Deposit retained, no further charge) | 0% | 0% | 0% | 0% | 0% |
| | **Less than 4 weeks** | 100% | - | - | 40% | 20% | 0% | 0% |
| | **Less than 48 hours** | 50% | - | - | - | - | - | 50% |

**Booking Lead Time** *refers to the length of time between a booking being confirmed and the event date itself. Bookings made within 4 weeks of the event date are considered* ***short-term bookings****. For such bookings, we are unable to offer the same deposit and payment structure (deposit + remainder) as we do for longer-term bookings.*

*† In the case of a* ***Force Majeure*** *cancellation, these figures will serve as the minimum guaranteed refund amount, and we will work closely with you and the artist to find an arrangement which works for both parties.*