

# Terms & Conditions

## **Working Hours and Overtime:**

Fees are charged by the day or by the hour. A 'day' is an 8-hour period (including one hour for lunch) between 9am and 6pm (eg 9am-5pm or 10am-6pm). An extra hour between 9am and 6pm is charged at the normal rate. The appropriate overtime rate is charged before 9am and after 6pm. Overtime is charged at one-and-a-half times the hourly rate. Saturdays are charged at one-and-a-half times the hourly rate and Sundays or Bank Holidays are charged at double the hourly rate.

## **Cancellations: Tours & Press Junkets**

Cancellation of a confirmed booking not less than 14 working days before the first date of the booking call time will be charged at 50% of the agreed fee. Cancellation of a confirmed booking less than 14 working days before the date of the booking call time will be charged at 100% of the total fee, in each case payable to CHM no later than 30 days after the date of cancellation.

## **Cancellations: Press, Media and Editorial**

Cancellation of a confirmed booking within 48 hours (working days) of the booking call time the full booking fee will be charged and payable by the client unless the same artist is booked within 24 hours (working day) of the cancellation in which case half the booking fee will be charged and payable by the client. The full booking fee will be charged and payable by the client for bookings of more than three working days duration: within a period equal to or less than the length of the booking, then Saturdays, Sundays and bank and public holidays are excluded for the purpose of determining the cancellation notice period. In each case payable to CHM no later than 30 days after the date of cancellation.

## **Cancellations: Locations**

Cancellation of a confirmed booking within 48 hours (working days) of the booking call time the full booking fee will be charged and payable by the client. Outside 48 hours of the booking call time but within 72 hours of the booking call time of the booking date then half the booking fee will be charged and payable by the client, in each case payable to CHM no later than 30 days after the date of cancellation.

## **Fees:**

All fees are quoted with agency fee on top. Agency fee is 20% on top of all bookings, unless and inclusive rate is agreed prior. VAT is not included on job quotes. The final invoice will include VAT.

## **Travel on location:**

When a location booking is made, a client must provide transport for the artist both to the booking location and back again unless agreed otherwise. If the client fails to provide such transport then the Agency shall be entitled to re-charge the cost of the transport procured for the artist. If an artist on location is prevented from returning to London to work, half the daily fee will be charged to and payable by the client for each day that the artist is unable to return to London to work.

## **Meals:**

Clients are responsible for the provision of all meals and beverage requirements of the artists (taking into account dietary requirements) whilst the artists are providing services to the client on all bookings.

**Complaints and disclaimer:**

Any cause for complaint must be reported to the Agency by the client as soon as it arises. Complaints cannot be considered and/or dealt with effectively after the services have been delivered.

# **Carol Hayes Management**

020 7482 1555 | [www.carolhayesmanagement.co.uk](http://www.carolhayesmanagement.co.uk)