



## Cancellation Policy for In-person programs

When cancellations occur, MASC will make every effort to reschedule the event.

**Definitions:** *Short-term programs:*

MASC workshops and performances delivered in two days or less

*Residency:*

MASC programs that include activities on three days or more

*Touring artist:*

a MASC artist who is not based in the Ottawa capital region

**Important Note** **Severe weather conditions: MASC artists are not required to travel to the venue if they deem it unsafe to do so. In these circumstances, we ask the artist to contact the school to discuss this at the earliest possible time. This will not constitute a cancellation on behalf of MASC.**

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# Cancellation Policy for short-term programs delivered by local MASC artists

## AS APPLIED TO VENUES

If a venue cancels a confirmed MASC booking for any reason, they must contact both MASC and the artist. The artist's contact information is on the MASC Confirmation form.

### Notice of Cancellation

#### **Activity is rescheduled with the same artist\*\***

#### **Activity is not rescheduled with the same artist\*\***

Within 3-5 business days, prior to the booking day

*20% of the total invoice will be added to the rescheduled invoice and credited to the artist.*

*The venue will be responsible for 50% of the original invoice, which will be credited to the artist.*

Within 0-2 business days, prior to the booking day (this includes lockdown or fire drills)

*50% of the total invoice will be added to the rescheduled invoice and credited to the artist.*

*The venue will be responsible for 100% of the original invoice, which will be credited to the artist.*

Force Majeure: strike actions, bus cancellations, severe weather conditions, changes in Public Health safety protocols, venue closures, power failures, illness related outbreaks, lockdown or fire (excluding drills) etc.

*No surcharge*

*No charge will be made to the venue and no payment will be made to the artist.*

\*\*MASC will also bill the venue, and reimburse the artist, for 100% of any transportation, material or equipment rental expenses incurred that cannot be reversed.

# Cancellation Policy for short-term programs delivered by local MASC artists

## AS APPLIED TO LOCAL MASC ARTISTS

If an artist cancels a MASC booking for any reason, they must contact both MASC and the venue. The venue’s contact information is on the MASC Confirmation form..

### Notice of Cancellation

### Activity is rescheduled with the same artist\*\*

### Activity is not rescheduled with the same artist\*\*

Within 3-5 business days, prior to the booking day

*No penalty*

*10% deduction will be taken from artist’s next payment and credited to the venue.*

Within 0-2 business days, prior to the booking day (this includes lockdown or fire drills)

*10% deducted from artist’s fee and credited to venue for the rescheduled booking*

*20% deduction will be taken from artist’s next payment and credited to the venue*

Failure to appear

*30% deducted from artist’s fee and credited to the venue for the rescheduled booking*

*40% deduction will be taken from artist’s next payment and credited to the venue*

Force Majeure: strike actions, bus cancellations, severe weather conditions, changes in Public Health safety protocols, venue closures, power failures, illness related outbreaks, lockdown or fire (excluding drills) etc.

*No penalty*

*No charge will be made to the venue and no payment will be made to the artist.*

\*If the artist has been paid for the booking and there is no future payment due to the artist, the artist will be expected to reimburse MASC this amount, which will then be credited to the venue.

**Cancellation Policy for short-term programs delivered by touring MASC artists**

**AS APPLIED TO VENUES**

It is rarely possible to reschedule a presentation for a visiting artist, since they are in the region for a very limited time.

If a venue cancels a confirmed MASC booking for any reason, they must contact both MASC and the artist. The artist’s contact information is on the MASC Confirmation form...

<b>Notice of Cancellation</b>	<b>Cancellation Fee*</b>
Within 6-10 business days, prior to the booking day	<i>The venue will be responsible for 50% of the original invoice, which will be credited to the artist.</i>
Within 0-5 business days, prior to the booking day	<i>The venue will be responsible for 100% of the original invoice, which will be credited to the artist.</i>
Force Majeure: strike actions, bus cancellations, severe weather conditions, changes in Public Health safety protocols, venue closures, power failures, illness related outbreaks, lockdown or fire (excluding drills) etc.	<i>No charge will be made to the venue and no payment will be made to the artist.</i>

\*MASC will also bill the venue and reimburse the artist for 100% of any local transportation to the venue, material or equipment rental expenses incurred that cannot be reversed.

## **Cancellation Policy for short-term programs delivered by touring MASC artists**

### **AS APPLIED TO TOURING MASC ARTISTS**

If an artist cancels a MASC booking for any reason, they must contact both MASC and the venue. The venue's contact information is on the MASC Confirmation form.

#### **Notice of Cancellation**

***Activity is rescheduled with the same artist\*\****

Within 6-10 business days, prior to the booking day

*20% deduction taken from artist's next payment and credited to the venue.*

Within 0-5 business days, prior to the booking day

*30% deduction taken from artist's next payment and credited to the venue.*

Failure to appear

*40% deduction will be taken from artist's next payment and credited to the venue.*

Force Majeure: strike actions, bus cancellations, severe weather conditions, changes in Public Health safety protocols, venue closures, power failures, illness related outbreaks, lockdown or fire (excluding drills) etc.

*No charge will be made to the venue and no payment will be made to the artist.*

## Cancellation Policy for Residencies

When cancellations occur, MASC will make every effort to reschedule the event.

## AS APPLIED TO VENUES

If a venue cancels a confirmed Residency for any reason, they must contact both MASC and the artist. The artist's contact information is on the MASC Confirmation form.

### Notice of Cancellation

***Remaining activities are rescheduled with the same artist\****

***Remaining activities are NOT rescheduled with the same artist\****

Within 11-20 business days, prior to the booking day

*A 10% per day surcharge for remaining activities will be added to the rescheduled invoice and credited to the artist.*

*Venue will be charged 20% per day of the remaining activities, which will be credited to the artist. Plus 100% cost of materials fees incurred by the artist at the time of cancellation*

Within 0-10 business days, prior to the first booking day (including lockdown and fire drills)

*A 30% per day surcharge for remaining activities will be added to the rescheduled invoice and credited to the artist.*

*Venue will be charged 50% per day of the remaining activities, which will be credited to the artist. Plus 100% cost of materials fees incurred by the artist at the time of cancellation*

Force Majeure: strike actions, bus cancellations, severe weather conditions, changes in Public Health safety protocols, venue closures, power failures, illness related outbreaks, lockdown or fire (including drills) etc.

*No surcharge*

*No charge will be made to the venue and no payment will be made to the artist.*

\*MASC will also bill the venue, and reimburse the artist, for 100% of any transportation, material or equipment rental expenses incurred that cannot be reversed.

# Cancellation Policy for Residencies

## AS APPLIED TO MASC ARTISTS

If an artist cancels a confirmed Residency for any reason, they must contact both the venue and MASC. The venue's contact information is on the MASC Confirmation form.

### Notice of Cancellation

**Remaining activities are rescheduled**

**Remaining activities are NOT rescheduled**

Within 11-20 business days, prior to the booking day

*No surcharge*

*\$25 per day (capped at \$125) of the scheduled residency will be deducted from the artist's next payment and credited to the venue.*

Within 0-10 business days, prior to the booking day

*\$25 per day (capped at \$250) of the rescheduled residency will be deducted from the artist's next payment and credited to the venue.*

*\$50 per day (capped at \$500) will be deducted from the artist's next payment and credited to the venue.*

Failure to appear

*\$50 per day (capped at \$250) of the scheduled residency will be deducted from the artist's next payment and credited to the venue.*

*\$75 per day (capped at \$750) will be deducted from the artist's next payment and credited to the venue.*

Force Majeure: severe weather conditions, changes in Public Health safety protocols, illness, death in the family, accident, etc.

*No charge will be made to the venue and no payment will be made to the artist. MASC will make every effort to reschedule the event*

*No charge will be made to the venue and no payment will be made to the artist. MASC will make every effort to reschedule the event*