



Cancellation Policy for Online 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

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Cancellation Policy for short-term online programs

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

No surcharge

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) or failure to provide connection link on time

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: technical difficulties**, severe weather conditions, strike actions, changes in COVID-19 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 material or equipment rental expenses incurred that cannot be reversed.

**MASC technical difficulties definition includes internet failure, or low streaming quality only, beyond the artist's control.

Cancellation Policy for short-term online programs

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	<i>Activity is rescheduled with the same artist**</i>	<i>Activity is not rescheduled with the same artist**</i>
Within 3-5 business days, prior to the booking day	<i>No penalty</i>	<i>10% deduction will be taken from artist's next payment and credited to the venue.</i>
Within 0-2 business days, prior to the booking day (this includes lockdown or fire drills)	<i>10% deducted from artist's fee and credited to venue for the rescheduled booking</i>	<i>20% deduction will be taken from artist's next payment and credited to the venue</i>
Failure to appear	<i>30% deducted from artist's fee and credited to the venue for the rescheduled booking</i>	<i>40% deduction will be taken from artist's next payment and credited to the venue</i>
Force Majeure: technical difficulties**, severe weather conditions, illness, death in the family, accident, venue failure to respect code of conduct etc.	<i>No penalty</i>	<i>No charge will be made to the venue and no payment will be made to the artist.</i>

*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.

**MASC technical difficulties definition includes internet failure, or low streaming quality only, beyond the artist's control.

Cancellation Policy for online residencies

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.

Within 0-10 business days, prior to the booking day (including lockdown and fire drills) or failure to provide connection link on time

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.

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 online 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	<i>Remaining activities are rescheduled</i>	<i>Remaining activities are NOT rescheduled</i>
Within 11-20 business days, prior to the booking day	<i>No surcharge</i>	<i>\$20 per day (capped at \$100) of the scheduled residency will be deducted from the artist’s next payment and credited to the venue</i>
Within 0-10 business days, prior to the booking day	<i>\$20 per day (capped at \$200) of the rescheduled residency will be deducted from the artist’s next payment and credited to the venue.</i>	<i>\$40 per day (capped at \$400) will be deducted from the artist’s next payment and credited to the venue.</i>
Failure to appear	<i>\$40 per day (capped at \$200) of the scheduled residency will be deducted from the artist’s next payment and credited to the venue.</i>	<i>\$60 per day (capped at \$600) will be deducted from the artist’s next payment and credited to the venue.</i>
Force Majeure: severe weather conditions, changes in Public Health safety protocols, illness, death in the family, accident, venue failure to respect code of conduct etc.	<i>No charge will be made to the venue and no payment will be made to the artist.</i>	<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 transportation, material or equipment rental expenses incurred that cannot be reversed.