Payments cancellations and postponements

DBE 06 | Version 1 | Booking or job reference _____

Draft booking policy schedule. Set amounts and dates before giving this to the customer.

Fees must be transparent and proportionate to reasonable loss after costs saved and replacement bookings are considered. No automatic blanket forfeiture applies. Consumer guarantees and other non-excludable rights remain available. If DBE cannot supply, discuss available remedies including applicable refunds. Record exceptional-event decisions individually; do not impose one-sided changes.

Details and record

Customer booking reference and event date: _____

Total price deposit amount and due date: _____

Balance due date and accepted payment methods: _____

Cancellation notice method and contact: _____

Agreed cancellation calculation and supporting basis: _____

Postponement availability review date and proposed credit: _____

Rescheduling costs agreed in writing: _____

DBE cancellation remedy and refund arrangements: _____

Refund method and processing timeframe: _____

Customer acknowledgement signature and date: _____

Additional notes or actions

_____

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