



ELEGANT MUSIC GROUP
entertainment

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May 12, 2020

Dear Valued Clients,

We hope you and your families are safe and well. These are certainly trying times, and we know everyone is attempting to navigate them as best as possible. We are doing our absolute best to handle each of your situations diligently and with care and compassion. We feel it prudent at this moment in time to provide you with our existing policies and procedures as you and your loved ones proceed in decision-making over the coming months.

COVID-19 has caused shifts in all of our collective plans. As a company, and as many of you know, we've elected to waive the "non-transferable deposit" clause in our contract, allowing you to apply all deposits to a new date, without additional fees or incurred expenses. We are encouraging each and every client whose date is negatively impacted by closures, travel restrictions, etc., to consider this option. We are on call and ready to assist you in this process.

In the event of a cancellation, the status of previously collected monies will be governed by the laws and executive orders in effect on the event date in the state the venue is located. If you elect to cancel prior to or without a restrictive government law or executive order preventing our performance in effect, deposits and payments will be governed under the normal Terms & Conditions outlined in your event contract.

Plainly spoken: If your venue's state (NJ, NY, PA, CT, etc.) does not allow us to perform on your event date, you are entitled to and will receive a full refund (outlined in Article 5 under Terms & Conditions in your contract). However, you will not receive a refund of your deposit monies if you elect to cancel, and there is no ordinance preventing our performance or the status of future restrictive government laws or executive orders that will be in effect on the event date are presently unknown.

We know these are difficult decisions and conversations. In fact, one of us (Mike S.) has his own upcoming 2020 wedding that is currently in limbo. We are acutely aware of the difficulties that lie ahead over the coming months. However, we take solace in and remind you of the following fact: **We are your team. We will rally around each and every one of you to find the most favorable and beneficial outcome to celebrate your happiest moments.**

For ongoing updates as the situation continues to unfold, we direct your attention to this page:

<https://elegantmusicgroup.com/coronavirus/>

Sincerely,

Michael Saulpaugh

Partners, Elegant Music Group

Tom Gambuzza

Michael Carleo