



ELEGANT MUSIC GROUP

entertainment

24 Church, Montclair, NJ 07042 • 201.768.7711 • ElegantMusicGroup.com

November 10, 2020

Dear Valued Clients,

We hope you and your families are safe and well. Since we last wrote you in May, our company has continued to diligently work with all of our clients, handling each of your situations with the personalized care and attention to detail you've come to expect from EMG. To date, we have helped move and reschedule over 300 events. With uncertainty and skepticism regarding in-door gatherings heading into the winter, we wanted to update you on our existing policies and procedures as you and your loved ones proceed in decision-making over the coming months.

TIME ADJUSTMENTS ON THE SAME DATE

In most instances, if you need to shift your contracted services earlier on the same date to comply with curfews, we will be able to accommodate you. Simply call or email our office.

POSTPONEMENT TO A NEW DATE

As many of you already 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. We ask clients to please consult with us as talks with your venue are transpiring so that we may better assist in securing your desired talent choice.

*Individual event talent subject to availability.

CANCELLATIONS

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. As we stated in May, we are acutely aware of the difficulties that lie ahead over the coming months. However, our pledge now is the same as when you contracted us: we are your team and we will get through this together!

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

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

Sincerely,

Michael Saulpaugh

Tom Gambuzza

Michael Carleo

Partners, **Elegant Music Group**