

GENERAL TERMS AND CONDITIONS OF MUSEVENT PRODUCTIONS SRL

At Musevent, we believe that the success of every event begins with a clearly defined and transparent collaboration, built on mutual trust. These General Terms and Conditions set the framework for such collaboration. Their purpose is to ensure clarity, efficiency, and the fulfillment of commitments by all parties involved.

1. Scope of Application

These General Terms and Conditions (hereinafter the "Terms") apply to any offer or contract concluded by Musevent Productions SRL ("Musevent"), whose registered office is located at Avenue Louise 54, 1000 Brussels, Belgium, registered with the BCE under number BE0798525576. Any booking or order implies the full and unconditional acceptance of these Terms by the client (the "Client").

2. Contract Formation

Unless otherwise stated, quotes and offers are valid for 7 business days from the date of sending. Beyond this period, prices, additional costs (transport, accommodation, equipment, etc.), and artist availability are subject to change. A booking is only considered confirmed upon receipt of the deposit. The deposit is non-refundable unless otherwise stated in the quote. Payment of the deposit constitutes confirmation of the service and acceptance of these Terms.

3. Artist Availability

Musevent works with carefully selected artists, some of whom are in high demand, especially during peak seasons. To manage requests fairly, a first-come, first-served policy applies.

Artists are proposed subject to availability at the time of confirmation. Availability can only be guaranteed once the deposit has been received, which officially secures the booking in the artist's calendar.

In the event of a written confirmation from the Client prior to payment of the deposit, the booking shall be considered firm for a period of 48 business hours pending payment. After this period, Musevent reserves the right to allocate the date to another client.

In certain cases, especially for agencies or professional partners, a temporary hold may be agreed upon in writing, valid for a maximum of 7 business days. After this period, the option may be released without notice.

4. Technical Equipment

Unless otherwise specified in the quote, technical equipment (sound, lighting, etc.) is not included in the services. It is either provided by the venue or event's technical provider or, upon request, rented through Musevent under a separate quote. In certain cases, such as light, semi-acoustic, or roaming performances, artists may bring their own equipment. These cases are explicitly specified in the quote.

For any performance requiring sound equipment, Musevent shall provide the Client or their technical service provider with the artist's detailed technical rider, which forms an integral part of the contract. It is the Client's responsibility to ensure that all required equipment is available, compliant with the specifications, and fully operational prior to the artists' arrival. In the event of any failure, delay, or absence of the technical equipment supplied by the Client or their service provider, the full fee shall remain payable, unless the issue is attributable to Musevent.

5. Transport Costs

Ground transportation costs are charged according to the applicable legal mileage rate in force in the country where the performance takes place, as of the date of order confirmation. For performances taking place abroad or more than 250 km from the artist's place of residence, specific conditions shall apply (see Clause 12).

6. Performance Duration, Timing, and Overtime

At Musevent, we value flexibility and always aim to adapt to the timing requirements of each event.

That said, a clear framework is essential to define the duration included in our services, as well as any additional fees that may apply to special requests, early set-ups, or significant delays.

To ensure a fair balance between flexibility and respect for the artists' schedules, Musevent adjusts its presence times and overtime rates according to the nature and complexity of each performance.

Lighter engagements (such as cocktails, ceremonies, or roaming acts) usually require simple set-ups, while stage or technical formats involve longer coordination and extended on-site presence.

Unless otherwise specified in the quotation, each service includes a standard on-site presence time, determined by its nature and detailed in Annex 1 – Rates & Additional Fees, which forms an integral part of these General Terms and Conditions.

This time covers the set-up, the performance itself, as well as any breaks or minor adjustments that may occur during the event.

Musevent always allows for a reasonable margin of flexibility in performance times to accommodate normal event contingencies.

Reference durations, tolerance limits, and applicable fees are outlined in Annex 1.

Artist availability beyond the agreed duration cannot be guaranteed, as other professional commitments may apply. The term “*overtime*” refers to any extension beyond the scheduled timeframe, whether due to delays in the event schedule, a request for early arrival, or an unplanned waiting period.

In the event of any inconsistency, the terms set out in the quotation shall prevail and may specify, modify, or override the general provisions of these General Terms and Conditions and their annex.

7. Late-Night Overtime

When a performance extends beyond 1:00 a.m. without prior agreement, and the artists’ return home would exceed 60 minutes or present a clear safety risk, the Client shall provide, at their own expense, suitable accommodation near the event venue for all artists and technicians concerned.

The accommodation must offer a comfort level equivalent to a property rated at least 8/10 on a major hotel booking platform (e.g., Booking.com). Twin rooms may be provided for same-gender occupants.

If no accommodation is confirmed by the Client, Musevent reserves the right to book appropriate lodging directly, which shall be re-invoiced to the Client at actual cost.

8. Requests for Set-Up on the Day Before the Performance

If the Client requests set-up and/or technical adjustments to be carried out on the day before the performance, requiring the presence of some or all of the artists, an additional fee shall apply in accordance with the rates specified in Annex 1 – Rates & Additional Fees in effect at the time of confirmation.

If such a request is made after the contract has been concluded, it shall be subject to the artists’ actual availability at the time of the request.

9. Project Management and Coordination

To ensure the smooth execution of each performance, Musevent provides structured project management services, including:

- communication and coordination with the artists involved,
- verification of technical aspects in collaboration with the Client’s designated technical provider, and
- a 30-minute coordination call to be scheduled no later than one month before the event date, allowing for discussion of any specific details, constraints, or adjustments.

This project management support is included in the standard offer.

Any additional requests — such as extra meetings, on-site technical visits, personalized requirements, or extended support — shall be subject to a separate quotation, based on the time spent and in accordance with the rates set out in Annex 1 – Rates & Additional Fees.

10. Repertoire

For each musical performance, the artists prepare their selection from a reference repertoire, consisting of pieces they have fully mastered. This repertoire can be provided to the Client upon request.

For ceremonies, the Client is free to choose pieces from the repertoire proposed by the artist to create a personalized moment.

In exceptional cases, the inclusion of a piece outside the standard repertoire is possible and free of charge for one piece, subject to prior approval by the artist (considering technical feasibility, instrumentation, and stylistic coherence).

Any additional requests shall incur an extra fee to cover the time required for preparation and adaptation. The applicable amount is specified in Annex 1 – Rates & Additional Fees in effect at the time of confirmation.

11. Artist Hospitality and Administrative Obligations

If the performance schedule requires the artists to be present during meal times (between 12:00 p.m. and 3:00 p.m. and/or between 6:00 p.m. and 9:00 p.m.), the Client shall provide a hot meal per person, served at the event venue. Any special dietary requirements will be communicated in advance by Musevent.

The Client must also ensure that a sufficient quantity of drinking water is available for the artists (minimum 2 litres per person) throughout their on-site presence.

If meals or drinks are not provided in accordance with these provisions, Musevent or the artists may purchase them locally, and the costs incurred will be re-invoiced to the Client based on actual receipts.

In addition, the Client agrees to provide:

- A parking and unloading space in the immediate vicinity of the performance venue, and
- A secure area (dressing room or equivalent), equipped with a table, chairs, or sofas, allowing the artists to store personal belongings, change, and take their meals.

The Client is responsible for obtaining all administrative authorizations required for the performance. This includes, where applicable, procedures related to copyright and neighboring rights with the relevant organizations. Upon request, Musevent may assist the Client with these procedures at no additional cost.

12. Travel Expenses (for trips over 250 km)

For any performance taking place outside the artist's country of residence or more than 250 km from their city of residence, all costs related to travel, accommodation, and meals for the artists shall be borne by the Client, unless otherwise specified in the quotation. Cases where travel expenses are to be covered by the Client will always be clearly indicated by Musevent in the offer or quotation.

The following conditions apply by default:

- Accommodation: a hotel of good standard (minimum 8/10 rating on a major booking platform, equivalent to 4 stars), providing a single room per artist and including breakfast;
- Transport: for air or train travel, a standard ticket including checked baggage must be provided;
- Portable Instruments by Air: for certain portable instruments (e.g., violin, trumpet, trombone), an additional seat may be required on the flight in accordance with airline policies;
- Large Instruments: instruments that cannot be transported by air must be provided on-site by the Client, in accordance with the specifications of the technical rider;
- Meals: for trips requiring an overnight stay, a daily per diem shall be applied in accordance with the rates specified in Annex 1 – Rates & Additional Fees, to cover meal costs not included in the hotel arrangements, unless full catering is provided by the organizer.

Upon the Client's written request, Musevent may handle the logistical organization of these elements to facilitate event management. All associated costs will then be fully invoiced to the Client, plus a 10% management fee.

13. Pricing, Payment & Financial Terms

All prices are quoted excluding VAT, unless otherwise stated.

Unless otherwise specified in the quotation or contract, all invoices are payable within 30 calendar days from the date of issue.

13.1. Business-to-Business Transactions

If payment is not made by the due date, the amounts owed shall automatically accrue late payment interest at the Belgian statutory rate applicable to commercial transactions, published semi-annually in the Belgian Official Gazette, without prior notice.

A fixed indemnity of €150 shall also be due to cover administrative recovery costs. Musevent reserves the right to claim additional actual costs (e.g., fees, bailiff, attorney) if these exceed the fixed indemnity.

13.2. Transactions with Consumers

In accordance with the law of 4 May 2023, a first reminder is sent free of charge to the Client before any surcharge is applied. This reminder specifies the amount due and grants a 14-calendar-day payment period.

If payment is not received by the end of this period, Musevent may apply:

- Late payment interest at the ECB key rate plus 8 percentage points;
- A fixed indemnity capped as follows:
 - €20 if the amount due ≤ €150;
 - €30 + 10% on the portion between €150.01 and €500;
 - €65 + 5% on the balance above €500, with a maximum of €2,000.

Musevent bears the responsibility of proving that the reminder was sent and that the legal period was respected.

Any payment clause deviating from the above must be agreed in writing in advance by Musevent.

13.3. On-Site Payments

Cash payments on the day of the event are not accepted. Any additional fees agreed on the day of the event with the artist shall be invoiced in accordance with these financial terms.

13.4. Prevalence of Musevent Terms

These payment terms, and more generally the Musevent General Terms and Conditions, constitute the contractual framework between the parties. They apply unless expressly overridden in writing by Musevent in a quotation, master agreement, or purchase order.

The issuance of a purchase order by the Client, the approval of a service via a supplier portal, or any other internal procedure does not, by itself, constitute a waiver of these terms, unless specifically confirmed in writing and signed by Musevent.

In the event of any conflict between contractual documents, specific provisions expressly agreed in writing by the parties shall prevail only for the points concerned; all other clauses of the Musevent General Terms and Conditions shall remain applicable.

14. Cancellation and postponement

14.1. Force Majeure

Any case of force majeure releases Musevent from its contractual obligations or results in their suspension, without the Client being entitled to any compensation or indemnity. Musevent also reserves the right to invoke force majeure when the event affects a third-party provider on which it relies for the performance of the service.

Force majeure is defined as an unforeseeable, irresistible, and external event beyond the control of the parties, making performance of the contract impossible. In accordance with Belgian law, it may be invoked when one of the contracting parties is prevented from fulfilling its obligations due to an external event that it could not reasonably face or prevent.

Examples of force majeure events include, but are not limited to:

- Natural disasters (floods, storms, earthquakes);
- Pandemics and government measures preventing the event from taking place;
- Armed conflicts or acts of terrorism;
- General strikes or blockades directly affecting contract performance;
- Fires, accidents, or any major incident making access to the event venue impossible.

In the event of force majeure, Musevent undertakes, to the extent possible, to propose an alternative solution or reschedule the performance. If no mutually satisfactory alternative can be found, contractual obligations may be suspended or terminated in accordance with Belgian contract law.

14.2. COVID-19

If the event cannot take place due to government measures related to COVID-19, the Client shall benefit from insurance in the form of a fee-free rescheduling, under the same conditions, and on a date mutually agreed between the Client and the service provider.

In the event of a full and final cancellation of the event, the Client shall be liable to the service provider for booking fees equal to 50% of the total amount.

14.3. Other Cancellation Scenarios

In the event of unilateral cancellation of the performance by the Client, other than for force majeure or COVID-19, the following cancellation fees shall apply:

- More than 60 days before the performance date: 50% of the total fee shall be payable as compensation.
- Less than 60 days before the performance date: 75% of the total fee shall be payable.

All cancellations must be notified in writing (by email or registered mail). Any costs already incurred for the organization of the performance (equipment rental, travel or accommodation bookings, etc.) shall remain fully payable by the Client.

14.4. Postponement

Any request to reschedule a confirmed performance must be notified in writing (by email or letter) and approved by Musevent.

If the original artist is unavailable on the new date, Musevent will propose alternative artists of equivalent style and quality. If the Client does not accept a replacement, the rescheduling shall be treated as a cancellation in accordance with the terms of Article 14.3.

The following conditions apply:

- More than 60 days before the scheduled date: rescheduling is accepted free of charge, subject to artist availability.
- Between 30 and 60 days before the event: a rescheduling fee of 25% of the total amount including VAT shall apply.
- Less than 30 days before the scheduled date: the rescheduling shall be treated as a partial cancellation, and 50% of the total amount remains due.

The rescheduling fees set out above apply independently of the cost of the new performance, which will be subject to a separate or adjusted quotation.

In all cases:

- The new date must be communicated within 30 days of the rescheduling request;
- Beyond this period, the original booking shall be considered cancelled, and a new booking must be made;
- If the new date incurs additional costs (public holiday, high season, rate changes), a new quotation will be provided.

In the event of duly justified force majeure, Musevent undertakes to offer a rescheduling free of charge, subject to the availability of the artists concerned.

14.5. Weather Conditions

For outdoor performances, the Client must provide a covered space protected from rain and sun, with access to electricity and a flat surface. A contingency plan must be in place in case of bad weather (rain, strong wind, extreme heat, etc.). If conditions endanger the artists or their instruments, they reserve the right not to perform. The full performance fee remains due.

15. Responsibility for Technical Equipment

This clause defines the terms for the use and protection of equipment provided by Musevent.

15.1. Use and Custody of Equipment

When technical equipment is provided or rented through Musevent, the Client undertakes to use it solely for its intended purpose and to ensure its safekeeping, security, and integrity from the time of delivery at the event venue until its removal.

15.2. Damage, Loss, or Theft

Equipment must be returned in the same condition as received, including proper working order. Any loss, damage, or theft will result in charges for repair or replacement.

15.3. Sound Limiter and Venue Constraints

If the venue imposes a sound limiter, the Client guarantees that its settings allow for contractual performance. Activations caused by the limiter, power cuts, or other venue constraints shall not constitute a breach by Musevent or its artists; the full performance fee remains due.

15.4. Client Responsibility and Insurance

The Client shall take all necessary measures to ensure the safe conduct of the event. The Client is responsible for any bodily, material, or immaterial damage caused to third parties (including artists, attendees, staff, or the venue), whether caused by the Client, their guests, or subcontractors.

It is strongly recommended that the Client obtain event liability insurance covering these risks. In the absence of such insurance, the Client remains contractually liable for any costs arising from an incident.

15.5. Musevent Liability

Musevent acts as an artistic coordination agency, handling the selection, logistics, and contracting of performances carried out by independent artists or those affiliated with third-party entities.

Musevent guarantees the proper execution of the agreed artistic services, particularly regarding the presence of artists, performance duration, and general content.

However, since the artists are neither employees nor under the legal subordination of Musevent, they act under their own professional responsibility.

Musevent shall not be held liable for any damage caused by an artist or their equipment to third parties, the Client's property, or the event venue, except in cases of gross negligence or proven fault.

In the event of an artist's inability to perform (due to illness, accident, or circumstances beyond Musevent's control), Musevent undertakes to make all reasonable efforts to provide an equivalent replacement. If this proves impossible, or if the replacement is not accepted by the Client, Musevent shall offer a refund for the portion of the service not performed, excluding any further compensation.

16. Non-Solicitation

The Client shall not contact, hire, or contract directly, without going through Musevent, any artist, group, or service provider introduced by Musevent, whether such introduction occurred in the context of a quotation, offer, or performance.

This restriction shall apply for a period of eighteen (18) months from the later of the following two dates: the date of the last performance provided or the date of the most recent introduction between the Client and the relevant artist.

In the event of a breach, the Client shall owe Musevent a fixed indemnity equal to twenty percent (20%) of the total contract value including VAT for any contracts concluded in circumvention, with a minimum of three hundred euros (€300) excluding VAT per event, without prejudice to Musevent's right to claim additional damages if the actual loss exceeds this amount.

17. Data Protection

Musevent collects and processes personal data of its clients in the context of performing its contracts, managing client administration, and communicating commercial offers and personalized information, including via electronic means.

Data is processed based on the following legal grounds: performance of a contract, the legitimate interests of the data controller, and, where applicable, the consent of the data subject. Data is retained for a maximum period of five (5) years after the end of the contractual relationship, unless a longer retention period is required by law. In accordance with the General Data Protection Regulation (GDPR), each data subject has the right to access, rectify, object to, delete (right to be forgotten), and request portability of their data.

These rights may be exercised at any time, free of charge, by sending a request to: info@musevent.com. The data controller is Mehdi Benallal, on behalf of Musevent Productions SRL, with its registered office at Avenue Louise 54, 1050 Brussels, Belgium.

18. Governing Law and Disputes

These General Terms and Conditions are governed by Belgian law. In the event of a dispute, the courts of Brussels shall have exclusive jurisdiction. The parties undertake to attempt to resolve any dispute amicably before submitting it to the courts.

Last updated: October 2025

Annex 1 – Rates and Supplements

The rates and supplements below serve as a default contractual reference and may be adjusted according to the specific nature of the event or the conditions specified in the quote. In case of any discrepancy, the amounts indicated in the quote shall prevail.

Type of Service	Guideline Description	Typical Setup Duration	Included On-Site Time (including setup, technical adjustments, performance, breaks, and waiting periods)	Complimentary Grace Period	Applicable Additional Fee	Illustrative Examples (Not Exhaustive)
Ceremony / Protocol – Light Setup	One-Off Artistic Performances at a Fixed Time, with Light Setup (≤ 30 min)	≤ 30 min	2h30	30 minutes	12% including VAT per commenced hour	Wedding ceremonies, official/institutional ceremonies, award ceremonies, etc.
Light, self-contained entertainment, either stationary or roaming	Non-ceremony performances with light setup (≤ 30 min) and no extended technical check. Artists are self-sufficient or connect quickly to an already operational sound system.	≤ 30 min	3h	30 minutes	15% including VAT per commenced hour	Acoustic or semi-amplified sets during a reception or dinner, roaming performances during public festivities.
Stage Performance with Standard Technical Setup	Setup requiring sound and/or lighting adjustments and standard technical coordination, without complex logistics	30 - 60 min	4H	30 minutes	15% including VAT per commenced hour	Amplified bands or non-musical performances requiring dedicated technical equipment
Stage Performance with Extensive Technical Setup	Longer technical setup and coordination (1-2 hours), inherent to the nature of the performance. These services structurally require extended on-site presence prior to execution.	60 -120 min	6h	30 minutes	12% including VAT per commenced hour	Cover bands in the late evening, complex technical performances, festivals with successive performances.
DJ Set – Evening Event	Self-sufficient DJ or using the venue's or provider's technical equipment	30 min	6h	30 minutes	15% including VAT per commenced hour (or as per quotation)	DJ solo

General Rules	Amount*	Comment
Installation Request on the Day Before the event	25% of the corresponding service fee (excl. VAT)	Subject to the availability of the artists at the time of the request, if it is made after the conclusion of the contract. Otherwise, replacements may be proposed to carry out the soundcheck on behalf of the main artists.
Request for Early Setup on the Day of the Event	15% of the corresponding service fee (excl. VAT)	In the event that an early setup is necessary or requested by the Client, beyond the on-site time included in the service. This is, for example, the case when the soundcheck is conducted in the morning or at midday for an evening performance.
Site Technical Visit	€75 (excl. VAT) + Transport Costs (Legal Mileage Rate)	In the event that a technical visit is conducted at the Client's request.
Out-of-Repertoire Piece	€75 (excl. VAT) per piece per artist	On average, a piece takes between 3 and 5 hours to learn, depending on its complexity. This amount represents a standard rate, which may vary slightly depending on the artist. The additional fee will always be subject to the Client's prior approval.

General Rules	Amount*	Comment
Project Management - Musevent	based on quotation	Each of our quotations by default includes a follow-up meeting and 2 hours of project management. When a project requires additional coordination—for example, if the performance must be heavily customized—extra project management hours may be charged at the standard hourly rate. If applicable, these fees will always be subject to the Client's prior approval.
Rehearsals	15% of the total fee including VAT per rehearsal	An additional rehearsal may, in certain cases, be necessary when, at the Client's request, the performance must be heavily customized. If this is the case, the additional fee will always be subject to the Client's prior approval.
Additional Meeting	€65 (excl. VAT) per hour	A complimentary follow-up meeting is included in the base price of all our services. This additional fee applies only to any extra meetings, and only if they are requested by the Client.
Meal Per Diem (Full Day)	€65 (excl. VAT) per day per artist	Per diem per artist for a full travel day, if no meals are provided by the organizer.
Dinner	€30 (excl. VAT) per artist	Dinner budget per artist, in cases where the meal is not provided by the organizer.
Lunch	€20 (excl. VAT) per artist	Lunch budget per artist, in cases where the meal is not provided by the organizer.
Breakfast	€15 (excl. VAT) per artist	Breakfast budget per artist, in cases where the meal is not provided by the organizer.
Travel Logistics – Management Fee	10% of travel costs	When the Client requests that we manage transport and/or accommodation bookings on their behalf. Charges are calculated based on the actual cost receipts.
Travel Day	50% of the total fee including VAT	Price per additional day outside the day of the performance. The percentage is calculated on the artistic budget only, and does not include any additional costs (e.g., technical fees).

*Note: The additional fees below are always applied only upon the Client's explicit request and are subject to their prior approval.