BR ADEY & MILLS

ENTERTAINMENT

PLAYOUT ONE SESSIONS

TERMS & CONDITIONS OF SERVICE

Effective date: 1 November 2026

Playout One Sessions is a training package provided by Bradey & Mills Entertainment. These Terms and Conditions apply to all training sessions and related services. By purchasing or booking sessions, customers agree to the conditions outlined below.

1. Session Packages and Pricing

Playout One Sessions offers the following training options:

Package	Total price	Price per session
20-session package	£320.00	£16.00
10-session package	£220.00	£22.00
Pay-As-You-Go	£32.50	£32.50

Package prices cover the training sessions only. Travel, fuel, accommodation and other applicable expenses are additional unless expressly agreed otherwise.

Pay-As-You-Go: Individual sessions may be purchased at £32.50 per session, without committing to a package.

10-session package: A block of 10 training sessions may be purchased for £220.00.

20-session package: A block of 20 training sessions may be purchased for £320.00.

2. Price Reviews and Changes

All session prices are reviewed every two months and are subject to change. Bradey & Mills Entertainment reserves the right to increase or decrease standard session prices.

- The agreed package price will remain fixed for the sessions purchased.
- Customers will not pay additional amounts if standard session prices increase after purchase.
- Customers will not receive refunds or credits if standard session prices decrease after purchase.
- Additional sessions purchased after a package has been used will be charged at the prices in force at the time of purchase.

Any changes to fees for future purchases or bookings will be communicated before the customer commits to the new price.

3. Travel, Mileage and Fuel Expenses

Travel and fuel expenses are not automatically included in the session price. Fuel and travel costs may be added to the quotation depending on the customer's location and the arrangements required, unless otherwise agreed.

Chippenham to Bath travel charge: A fixed travel and fuel contribution of **£13.00** will be charged for sessions requiring travel between Chippenham and Bath. This is a fixed contribution for the journey/booking, not a per-mile rate, and is payable in addition to the selected package or Pay-As-You-Go fee.

Example: Pay-As-You-Go session	Cost
Training session	£32.50
Chippenham to Bath travel contribution	£13.00
Total	**£45.50**

For locations outside the Chippenham to Bath travel arrangement, additional mileage and fuel expenses may apply. These will be calculated and communicated at the quotation stage. Travel expenses may be waived where specifically agreed in writing.

4. Hotel and Accommodation Expenses

Where overnight accommodation is required due to the distance, location or scheduling of a session, hotel and associated accommodation costs will be added to the quotation.

Hotel accommodation charges start from **£85.00 per night**. The final accommodation cost will depend on the location, availability and hotel selected.

Any anticipated accommodation expenses will be discussed and agreed before the booking is confirmed.

5. Booking Locations and Travel to Ireland

Bookings are normally accepted within the United Kingdom and the Republic of Ireland. Bookings in Ireland are subject to additional travel and associated expenses.

For sessions taking place in Ireland, the following costs will be chargeable where required:

- Flights
- Train travel
- Ferry crossings
- Additional local transport
- Hotel and overnight accommodation

All applicable travel and accommodation costs will be calculated and included in the quotation before the booking is confirmed. Bookings outside the United Kingdom and Republic of Ireland will not normally be accepted unless specifically agreed in advance.

6. Arrangement of Sessions

All sessions should normally be arranged at least one week in advance. This allows sufficient time to coordinate availability, scheduling and any necessary travel arrangements.

Bookings are subject to availability and are only confirmed once the date and time have been mutually agreed.

7. Standard Operating Days and Hours

Sessions normally operate Monday to Saturday, from 10:00am, with a standard finishing time of 7:30pm. Sessions outside these hours may be considered by prior arrangement and are subject to availability.

8. Christmas and New Year Availability

Bradey & Mills Entertainment does not normally offer Playout One Sessions between **13 December and 2 January inclusive**. Appointments during this period may be considered where agreed in advance and remain subject to availability.

9. Software Requirements – Playout One

Customers are responsible for ensuring that Playout One software is installed and working on their PC before their scheduled training session.

Bradey & Mills Entertainment does not install the software on behalf of customers.

Customers must ensure that their computer is suitable for running the software and that Playout One is accessible and ready to use at the agreed session time.

Failure to have the required software installed may affect delivery of the training session and does not automatically entitle the customer to a refund or replacement session.

10. Booking Amendments and Administration Charges

A **£25.00 administration charge** applies to changes to existing bookings, including:

- Changing an agreed session date or time.
- Amending the details or requirements of a training session.

- Changing previously agreed booking arrangements.

The administration charge applies per booking amendment and is payable in addition to any other applicable fees. Any proposed amendment is subject to availability.

11. Cancellation Policy – 72 Hours / Three Working Days

Customers must provide at least **72 hours' notice (three working days)** when cancelling a scheduled training session.

Where a customer cancels without providing sufficient notice, fails to attend or does not turn up for a scheduled session, a **£100.00 last-minute cancellation fee** will apply.

The £100.00 fee will be charged to the payment card held on file only where the customer has been clearly informed of, and has expressly authorised, that card-on-file arrangement.

The cancellation fee is separate from previously agreed session fees and applicable expenses. Any cancellation charge will be applied subject to applicable consumer law.

12. Payment Arrangements

All applicable session fees and additional expenses will be communicated before the booking is confirmed.

Payment for purchased training packages must be received before the first training session is provided, unless otherwise agreed in writing.

Any applicable cancellation or administration charges will remain payable in addition to standard session fees, subject to the terms of this agreement and applicable law.

13. Changes to Terms and Conditions

Bradey & Mills Entertainment reserves the right to amend its pricing, fees, operating arrangements and service provisions for future bookings. Prices are reviewed every two months. Customers will be notified of applicable changes before they apply to a new purchase or booking.

Prepaid sessions remain subject to the agreed pricing arrangements outlined in Section 2.

14. Agreement and Acceptance

By purchasing or booking Playout One Sessions, customers confirm that they have read, understood and agreed to these Terms and Conditions. Any variations must be agreed in writing.

CUSTOMER AGREEMENT

Customer Name: _____

Email Address: _____

Package Purchased:

- 20 Sessions – £320.00
- 10 Sessions – £220.00
- Pay-As-You-Go – £32.50

Date of Purchase: _____

I confirm that I have read and agree to the Playout One Sessions Terms and Conditions issued by Bradey & Mills Entertainment, including the pricing, travel expenses, accommodation costs, booking amendments, software requirements and cancellation policy.

Customer Signature: _____

Date: _____

For and on behalf of Bradey & Mills Entertainment

Authorised Representative Name: _____

Authorised Signature: _____

Date: _____

This agreement is not considered accepted until the customer has signed and agreed to these Terms and Conditions.

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