



Event Policies & Procedures

Communications are handled through our website www.songriderslive.com, email, word-of-mouth, text messaging and osmosis (where applicable). Those interested should feel free to **request to be on our email list** and can join via email or the site. In addition, persons on the email list who really do not care to be on the list should feel free to request to be removed from the list. ☺

Attendance will be by reservation ONLY and limited to the space available. **We ask for a modest per person contribution, which goes to our guest artist(s).** In addition, usually there will be artist-related merchandise and music CD's for sale. As a rule, concerts will be indoors. However, there may be an occasion when we do the concert in the beautiful Arkansas outdoors.

Yes, we do make assumptions like...you will have had your evening meal before arriving; that you will enjoy being with this "select" group of people, visiting a while and then enjoying some great music in an intimate, private setting; and that you will be glad to do all of this and still get home at a reasonable time or have additional time for other entertainment opportunities. It is understood that some may need to leave earlier than others. Below is the general plan for a private concert evening:

6:00-7:00pm	Arrivals/Gathering/Social Time
7:00pm	Concert (usually 2 sets with a brief intermission)
9:30-10:00pm	Good-byes

Our private events are not always held in the same location, so we make every effort to provide good driving directions and signage close to and on location. For the event, we will have someone help you to know where and how best to park.

NOTE: Where possible, light appetizers and refreshments will be provided to our guests, however, this is not always possible and depends on the venue. If the event is being held in a private residence, these items will be available FREE of CHARGE. If the event is in a restaurant or club setting, be prepared for cash bar and purchasing food items.

RESERVATIONS

There are 2 methods for reserving seats:

- Online through our **Buy Tickets** button
 - OR via email and sending your donation manually
1. Visit our site www.songriderslive.com for immediate, online purchases and confirmation – **OR** –
 2. Email us at reservations@songriderslive.com to request seats (we'll put you on a "reservation pending" list. We'll hold your spot for 5 USPS business days, pending receipt of your check.)
 3. Send your check to complete your reservation. Reservations will be on "first come, first served" basis until we reach our capacity. Please make check payable to **Songriders Live** and mail to:

16 Sandy Lane, Greenbrier, AR 72058.

We will in turn give the artist our check for all reservation donations.

4. When we receive your reservation payment and have space available, we will confirm your reservation by email, provide additional pertinent details, and clarify as needed.

WAIT LIST/REFUNDS

If we receive your reservation on-line payment or check and are already sold out, we will notify you by email that we are sold out and either (a) hold your payment/check and put you on a wait list, or (b) if you prefer, return your payment/check right away.

If you are wait-listed and space becomes available, we will notify you, at which time you may either confirm or decline the reservation. Once the event is passed, we will return your reservation check if you were wait-listed and did not attend.

CANCELLATIONS/REFUNDS

If you had a confirmed reservation and cancelled, we will refund your reservation check under the following conditions:

1. You notify us of your cancellation 48 hours or more prior to the event, or
2. We were sold out when you cancelled your reservation, and we were able to transfer your reservations to others. (Of course, if you do need to cancel, you can always—and are encouraged to—send other friends in your place.)

No-Shows

If you had a confirmed reservation and do not come to the concert, we will still give your full reservation amount to the artist.