

Terms and Conditions.

1. The borrower is responsible for returning any items loaned by the due date.
2. All items should be returned promptly. Delay may incur further charges.
3. The borrower is liable for all costs should any item be either damaged or lost while in their possession; excessive marking of parts will be treated as damage.
4. Returns and lost or damaged stock
 - a. EMS will either request that the borrower supplies suitable replacements to match the existing edition or provide costings in the form of an invoice for lost or damaged stock. Invoices will be prepared upon request, or after a period of four months.
 - b. Items obtained by interlibrary loan: Unless the holding library requires replacement copies, costs will be determined and charged immediately.
 - c. EMS reserves the right to define damage.
 - d. EMS reserves the right to refuse replacement stock supplied by the borrower.
 - e. Items of EMS stock which are lost or damaged and which cannot be replaced (e.g. due to being out of print or in copyright) will be charged as follows:



| | |
|------------------------------|-----------------|
| Song sheets (up to 14 pages) | £4.30 per copy |
| Vocal scores (15-24 pages) | £11.80 per copy |
| Vocal scores (over 24 pages) | £14.50 per copy |
| Orchestral parts | £11.80 per part |

Where the loss or damage of orchestral parts renders the set unusable, the charge will be £11.80 per part plus £70.00.

- f. EMS reserves the right to define unusability.
- The reproduction of any part of any material loaned by Encore Music Services is strictly prohibited.
5. Invoices for loan fees will be posted separately to the music supplied and should be paid within 28 days of the invoice date.
6. Charging for orders cancelled by borrower:
 - a. Orders cancelled prior to dispatch
 - i. EMS stock
 - ii. Stock obtained by interlibrary loan
 - b. Orders cancelled after dispatch
 - i. EMS stock
 - ii. Stock obtained by interlibrary loan

| | |
|--------------------------------|--|
| No charge | |
| Costs incurred will be charged | |
| Carriage costs will be payable | |
| Costs incurred will be charged | |

Data Protection & Personal Information

Encore Music Services is committed to keeping the personal details of its borrowers private and secure- information is collected and stored in accordance with the General Data Protection Regulations 2018.

Personal information will only be used to inform borrowers about their accounts and only for the purpose of enabling us to provide and develop its service to borrowers. Personal information will never be shared with third parties.

Fees and charges.

| | Vocal score prices per copy (flat fee for any pre-arranged period of up to 12 months) | |
|------------------|---|-------------|
| | Hull | Rest of UK: |
| 1 - 14 pages | 60p | 70p |
| 15 - 24 pages | £1.10 | £1.85 |
| 25 or more pages | £1.40 | £2.80 |

| | Orchestral set prices per set (flat fee for any pre-arranged period of up to 12 months) | |
|-----------------------|---|-------------|
| | Hull | Rest of UK: |
| Less than 6 minutes | £14.00 | £28.00 |
| 6 - 15 minutes | £28.00 | £42.00 |
| 16 - 30 minutes | £35.00 | £56.00 |
| More than 30 minutes | £42.00 | £70.00 |
| Jazz/dance/swing sets | £11.20 | £19.30 |

Sets obtained from other library authorities via the interlibrary loan system will be charged as above *plus* any interloan and carriage charges incurred.

Renewals extending beyond 12 months from issue date will incur charge equal to that of a new loan.

Carriage will be charged at cost and will apply for all items not collected in person. Quotes are based on estimated weight of consignment and calculated according to the tariff provided by our chosen courier. Carriage charges may be recalculated at the date of dispatch and will vary if the actual weight differs or if our courier has imposed changes to their tariff.