







POLICIES & PROCEDURES


- 🎵 Song requests can be made for **violin or voice**. You can also request male or female vocals.
- 🎵 Refer to the Song List menu for song suggestions. If you need help choosing a song or do not want to use one from the song list menu, please indicate that on your request form.
- 🎵 **All Send-A-Songs cost \$50** inside the 10 mile radius from Meadowbrook Crossing. (An additional \$5 per 5 miles outside the radius will be charged.) A Send A Song Card is included with a message from you written inside.
- 🎵 To get started, fill out the **Send-A-Song Request Form** on the website.
- 🎵 If you wish us to deliver a gift from you with the song, it must be dropped off at the Studio 24 hours before your scheduled time slot.
- 🎵 Once your form is complete, an email will be sent to confirm whether or not we can fulfill your request or one of the alternates offered. If we **cannot** accommodate any of your requests, you can reply with an additional alternate request if you wish.


 If we **can** accommodate your request, we will send you an email invoice. Payment is due within 48 hours and will hold your time/date slot. Payment options are: Cash, Check (made out to Noelle Howard), Venmo (@Noelle-Howard-5), PayPal (Noelle L Howard) or ApplePay.


 You will receive a reminder text on the day of the event.

 Please be on stand-by the day of your event. Be ready to alert the receiver or someone with them to be ready to receive their Song. We will contact you when we have arrived at the location.

 There are **NO REFUNDS**. If the receiver doesn't appear we will wait 15 minutes. If the receiver still doesn't show, we will record and send the Song to you to give virtually. The recording will include a "Sorry we missed you" message.

 Songs sent to private residences must be scheduled during daylight hours.

 Songs being sent to public places must be scheduled to be delivered no later than 7pm. Additionally, if the Song is being sent to a workplace, hospital, restaurant, etc. it is the sender's responsibility to alert the venue and/or get permission for the Song to be sent to that location.

 **Deliverer of the Song reserves the right to leave a situation where they feel unsafe.** If this occurs, we will contact the sender to see if they can accompany the deliverer within 15 minutes. If this is not possible, then it will be treated as a no-show and the Song will be sent virtually.