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## OUR SERVICE GUIDELINES

### **Introduction**

This document has been developed in order to familiarize customers with Lowcountry Pianist & Co. LLC and provide information regarding the mission and procedures for our company. We value doing all things with excellence and hope our relationship will be mutually rewarding.

### **Mission Statement**

The mission of Lowcountry Pianist & Co. LLC is to become the leading choice for live music services in the Lowcountry by consistently providing quality services to our customers.

### **Scope of Services Provided**

- The customer will hire the service provider to provide professional live music services on a consistent or as-needed basis. The service provider operates on a contractual basis, at times sending professional subcontractors to complete a needed service.

### **Statement of Benefits Offered**

- The customer can be assured when booking services that the *highest quality* live music will be provided as the service provider has high standards for all company musicians.
- All musicians have *strong music backgrounds, years of experience*, and have agreed to *professional guidelines* regarding punctuality, ethics, dress codes, preparation, and more. Musicians can be booked as *solo* or *ensemble*, depending on the needs of the event.

- The customer has the *flexibility* to make only one phone call, or email, and be able to easily book a *variety* of professional musicians for multiple dates. Additionally, the service provider is often able to fill *last minute* bookings when needed.
- The customer increases their *productivity* as performances can be *streamlined*, as desired. Also, *paperwork* (e.g., W9, Vendor Forms, Invoices) and *communication* are decreased when dealing directly with *one* service provider.

### **Subcontractors**

- *Communication*: The customer must direct all questions regarding payment, cancellation policies, rescheduling, or other business related concerns directly to Lowcountry Pianist & Co. LLC in order to avoid any potential miscommunication.
- *Re-Bookings*: If the customer desires to re-book a subcontractor, the customer must continue to book and coordinate through Lowcountry Pianist & Co. LLC. If this guideline is not honored, Lowcountry Pianist & Co. LLC may choose to terminate the relationship with the customer and / or with the subcontractor.
- *Gratuity*: Compensation must be mailed directly to Lowcountry Pianist & Co. LLC, at the address provided on the invoice. As with all traditional service providers, under no circumstance may the customer pay the invoice directly to a subcontractor. If the subcontractor provides an exceptional service, the customer may choose to give the subcontractor an additional small monetary tip in-person as an expression of appreciation.

### **Invoices**

- Invoices must be paid in full upon completion of service. If compensation is not received within 30 days, the service provider may choose to suspend previously scheduled services until payment is received.
- The invoice number should be included on the check memo line to allow for accurate record keeping.

Thank you for choosing our company and we look forward to providing music services for you!

*Holly Slice*

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