



## Mission statement & Values

### Mission:

At Buddy's Beats Ltd (referred to hereafter as BBs Ltd,) our mission is to get our customers onto the stage at their special event.

We want you to bring down the house with the performance of a lifetime as painlessly as possible. We are not simply offering "instrument / music tuition!"

We are your complete performance specialist. We'll take you from complete beginner to playing / singing (or both) a special song from start to finish (and be performance ready) in 12 short lessons or less.

Lessons can be delivered in person or by unique online learning portals. The lights dim, the stage lights brighten.

Who would have thought that the "Rock God" taking to the stage ... is you?! What cherished memories both for you, and friends / family! We firmly believe that music has the power to ignite, unite & invoke precious and life long memories.

It is our pleasure to be involved in your journey.

We believe everyone should have access to performing.

We will not only collectively learn your song from start to finish – but also include and focus on confidence & performance techniques.

We are the full and comprehensive performance coaching company.

We will provide you with an unforgettable journey accumulating in the performance of your life. Your prize is the unrivalled feeling of accomplishment, the sound of thunderous applause & enjoyment of the indescribable adrenaline rush following the performance of your life. You will also be giving friends, family & audience members an unforgettable / unique experience that they'll be talking about for years to come!

### Values:

BBs Ltd pride ourselves on providing the best / most unique customer journey possible.

All of our packages are designed & implemented with the customer in mind. We completely acknowledge that each journey is going to be different.

We endeavour to get you the most out of your time with us and are constantly striving to improve. We are a family company founded upon the principles of virtue, honesty, integrity & self-improvement.

### Commitment:

BBs Ltd commit to offer our customers the best experience & outcome possible. We are confident that all our services / packages will meet & exceed your expectations. Prior to the commencement of individual packages, an “accountability” contract will be signed by both BBs Ltd and the client.

This will lay out the expectation of you the client. There will be a level of commitment required from both parties. For example, a client could not undertake a golf lesson, conduct no practice thereafter & then complain during the next lesson, having been given the tools to practice effectively, that their game has not improved.

Throughout the duration of your programme, Buddy is always available on the phone or by email.

You are free to request either a face to face meeting / jam or a zoom or skype session.

Upon registering with BBs Ltd you have access to our social media platforms where extra help & resources are available.

You will have access to these even after your programme has ended.

### Charity:

BBs Ltd are proud to support “The Campaign Against Living Miserably” (CALM) (charity number 1110621) – a leading movement against male suicides.

Suicide is the leading cause of Death among men under the age of 40.

We are also proud to be an ambassador for “Mind” (charity number 219830)

Buddy’s Beats Ltd are also proud to host “Live Wire” a bi - annual event in conjunction with Any Buddy Out There fundraising for Cancer Research UK (charity number: 1089464.) Buddy’s Beats Ltd. Will lend support to local based charities / initiatives where practicable.



### The Global Goals:

In 2015, 193 World leaders agreed to 17 global goals to support sustainable development. If completed, by 2030 there will be an end to extreme poverty, inequality & climate change.

Buddy's Beats Ltd is proudly aligned to the 3rd global goal – "Good Health and wellbeing." Music therapy is an intervention sometimes utilized to promote emotional health, help patients cope with stress and boost psychological well-being (source – verywellmind.com)



# TERMS AND CONDITIONS / Legal

An individual contract shall be drawn up for each client, tailoring to your needs and requirements.

## Payment terms:

Unless otherwise agreed, full payment is required prior to the commencement of your lessons / programme.

Payment is accepted via bank transfer, cheque, cash or PayPal. We can also take card payments.

On occasion & based on individual circumstance, it may be possible to pay for our services over the duration of your programme via an instalment plan.

This can be discussed before the contract is signed.

BBs Ltd offer a full money back guarantee if you are not completely satisfied with your purchase. This does not affect your statutory rights.

\*\*\* Money back guarantee Ts & Cs will be written into customer's "commitment contract" as mentioned on pg. 1 under "Commitment." \*\*\*

## Cancellation:

Up to 14 days after a contract with BBs Ltd is signed, you have the right to change your mind and cancel our agreement.

If lessons / programme commences prior to the 14-day completion, 50% of the total amount will still be payable (you will have 50% returned to you.)

Emergency / mitigating circumstances can be discussed on a case by case basis in person, via email, or over the phone (skype / zoom.)

## Legal:

BBs Ltd hold public liability insurance, business insurance & public indemnity insurance.

All equipment used & loaned by BBs Ltd is annually PAT checked (portable appliance tested.) All certs available upon request.

BBs Ltd. Is fully aligned / compliant with the equality act 2010.

BBs Ltd. Is a registered limited company & fully complies with it's civil, legal, financial & moral obligations.

## **GDPR:**

BBs Ltd are fully compliant with the 2018 General Data Protection Regulations.

Your information is held purely for the purpose of communication between you and BBs Ltd for the duration / completion of your programme. All data is stored electronically on a designated password protected, encrypted computer. Paper copies will be created where necessary (IE where a contract is signed face to face or specifically requested.) Where this is the case, all paper copies will be kept in a locked cabinet behind a locked door at BBs Ltd's registered address. In the highly unlikely event that there are any security concerns, you will be contacted as soon as practicable. BBs Ltd will also notify the relevant authorities to take immediate guidance.

When your individual programme has finished, BBs Ltd will send notification that your data has been deleted / destroyed. The only data we will retain is your email address purely for us to contact you from time to time regarding offers, future events & our regular news letter. These can be opted out of at any time.

We will not release your information to any third party unless required to do so under English Law.

Your data remains the property of yourself & any information held is available for your viewing at any time.

Consent for the holding of any information may be withdrawn at any time.

## **Complaints Procedure:**

Should you at any time wish to complain about BBs Ltd In the first instance, it is advised that you contact us directly either by phone, Email, letter, in person, or via Zoom / Skype.

If you are not satisfied that your complaint is resolved, please refer to [www.gov.uk](http://www.gov.uk) who offer advice on complaining against Limited companies.

## About us

BBs Ltd Director Ashley Webber is a passionate, professional musician & entertainer.

He has been playing keyboard / piano since he was 12 years old. In his late teen years, he added the guitar, drums & singing to his CV.

Ashley has entertained nationally & Internationally at public & private events from small gatherings to corporate, cabaret & large-scale Weddings.

Venues include the Hurlingham club Wimbledon, Blackpool Pleasure Beach Paradise Room & France's Chateau de Bezyl.

Some clients include BMW, The Ski Club of Great Britain & Marriott Hotels.

For 10 years, Ashley served as a Police Officer, where he gained valuable experience in communicating clearly with an extensively wide variety of audiences. He uses skills developed in the public sector to further pursue his passion for Music, performing & helping people.

Following significant life events, in 2018, he resigned from the Police to formally start Buddy's Beats Ltd & help as many people as possible to live out their dream of performing on the stage & wowing audiences.

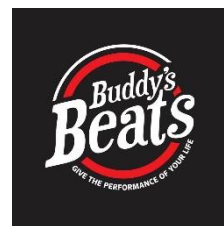
For more than a decade, he has entertained 10s of thousands of people both in bands and as a solo act having been a Buddy Holly Impersonator, presenter, compare, host, event pianist & main / closing act.

He has appeared on radio broadcasts & guested on wide reaching Podcasts.

Ashley holds a B/A in Music Studies & has a completed a level 3 award in training & education. He has extensive public speaking experience & holds 1st Aid qualifications.

Buddy's Beats Ltd has featured in best-selling branding & business books.

Ashley is now an award-winning entrepreneur.



Buddy's Beats Ltd. Reg. Company number: 11782221

