

# TERMS & CONDITIONS

## 1. Deposits and cancellations

We ask for a 10% deposit when booking to reserve your slot. Should you need to cancel, please do so 48 hours or more in advance. For sessions less than 4 hours your deposit will be refunded if cancelled more than 24 hours in advance. For sessions less than 8 hours your deposit will be refunded if cancelled more than 48 hours in advance. For session more than 8 hours or across multiple days you deposit will be refunded if cancelled more than 72 Hours in advance.

## 2. Studio Rooms

Our different Studio rooms can be hired separately or together at the rates specified on our rate card. For details of the equipment available in each studio please have a look at our website or contact us for more information. Please note hiring one space does not entitle you use another space even if it appears to be available.

## 3. Studio Hire Payments

Studio Hire Sessions must be paid for in full before or at the end of your booking. If your booking is across multiple days, 50% of the total balance must be paid at the end of the first day. We accept cash, mpesa and bank payments.

## 4. Post-Production Payments

If part of your invoice/quote contains a post production item (such as mixing, mastering, video editing and colour grading) this part may be paid for separately and at a later date if requested. To start work on post production items we require a 50% deposit of this portion of the invoice, with the other 50% to be paid for on delivery of the work.

## 5. Revisions

For mixing and mastering services (unless otherwise agreed) there will be 3 free revisions made after which each subsequent revision is charged at 3000 KES per revision (for mixing) and 2000 KES per revision for mastering. For video editing, graphics and color work there is limit of 3 free revisions (for each and unless otherwise agreed before), subsequent revisions will be chargeable based on the project size, changes required and workload (this will be quoted before we proceed). If we do not hear back within two weeks of sending a revision for review we will assume the project is complete and subsequent revisions will be quoted on an individual basis.

## 6. Delivery of files

We cannot give out recordings/final renders/raw files without payment of your studio hire or post production services in full. Please do not ask our staff to do this or to make an exception. It is assumed that until a session is paid for in full, the master files made during a session (whether audio or video recordings) are to be held by the studio pending payment of the session fee. Once cleared fund have been received we will send or copy files.

## 7. File Delivery

We can deliver your files by copying to your local storage of choice (provided by you), or uploading to a cloud service (such as vimeo or wetransfer). We consider anything over 50 gb too big to upload. If the files need to be sent internationally and are larger than 50 gb, we can send on a drive using DHL (at your request and cost). Please note that once delivered we hold your files for 30 days only (unless arranged otherwise). It is your responsibility to check you files and let us know of any issues within 30 days. We are not responsible for meeting deadlines that depend on large uploads and would recommend local copies in this case.

## 8. Food and drink

Food and drinks can be ordered from Uber, Glovo or any other restaurant/outlet and may be eaten inside the studios or offices. We also have drinks including Kombucha, beer tea and coffee that are available to purchase from our bar. We kindly ask that you keep food and drinks away from tables that have equipment as you will be liable for any damage that may occur to equipment as a result of spilt food and drinks.

## 9. Damage to Equipment

Upon hiring of the studio premises you are responsible for any damage of equipment, furniture fixtures and fittings that are caused by you or your party whether accidental or not. This goes for all studio sessions as well as listening parties, training workshops and other events.

## 10. Parking

Parking is free for the duration of your session. You may bring up to two cars and park in spaces 198 and 199 on basement 2. More spaces can made available but by prior arrangement only. We cannot be held responsible should you park in any other space and your car is clamped.

## 11. Session Time Extensions

If you would like to add more time to the end of your session please ask a member of staff. Depending on availability it may be possible to extend your session. Whether or not you ask we will always remind you when your allocated time is up and where availability permits give the option of a session extension. If after a reminder your session continues 20 or more past the hour you will be asked to pay for the an extra hour whether or not you have used the full hour or not.

## 12. Acknowledgement

By paying a deposit and/or attending your session you confirm that you have read and agreed to the terms and conditions given here.

