

# Bookings Terms & Conditions

All of the facilities and services provided by The Voice And Music Company Limited are provided in accordance with our standard terms and conditions of business.

## 1.0 Facility Bookings

- a. Studio bookings are to be made by telephone or email in the first instance, and then confirmed in writing via email. Please give full details of requirements, including session duration, names of attendees, number of artists on microphone (if recording) and any special requests you may have.
- b. Pencil bookings can be held for a short period of time on a "provisional" basis. We reserve the right to request confirmation of the booking 48 hours in advance if another client wishes to book and confirm the same slot of time.
- c. Once a booking is "confirmed" by the client, a contract is established whereby The Voice And Music Company Limited undertakes to provide facilities booked and the client becomes responsible for payment of the studio rates and costs as published in our rate card.
- d. The minimum booking is 1 hour. We charge in 30 minute increments thereafter. We charge for all booked time, plus any over-run. We may be able to offer a pre-booked provisional 30 minutes overrun if the time is available.
- d. Our general studio hours are 09:00-18:00 Monday to Friday. Our out of hours rates are as follows:- 18:00-20:00 weekdays +25% on studio rate. 20:00-24:00 weekdays +50% on studio rate. Weekend studio bookings are for a minimum of 4 hours and are charged +50% on studio rate.
- c. If for any reason a client cancels a booking giving less than 4 hours notice (not including weekends) or fails to attend at the booked time, the full studio time rate for the duration of the booking will be charged. However, we will, if given notice of the cancellation, attempt to sell the time booked and the canceling client will only be invoiced for any time unsold.

## 2.0 Extras

- a. Additional costs apply for the despatch or delivery of projects, please see our rate card.
- b. Refreshments are served in the studios all day. We also have a wide variety of menus for local restaurants with a take-away service. There is a service charge of 10% on food ordered-in. This is for ordering, collecting and delivering to your studio.
- c. We can photocopy/print scripts or documents, up to 50 pages, for you here at a charge of 5p per b&w A4 sheet. If your print run is larger, we leave it to the professionals and send to our local print room in Soho. Please allow at least 4 working hours. The charges are as follows:
  - Black & White A4 £0.10 per sheet excl. VAT
  - Colour A4 £0.90 per sheet excl. VAT
  - + £5.00 Document opening fee, per file. Collating/punching/binding etc. price on request.
  - Our admin fee for managing this is 10%.

## 3.0 Payment

- a. All rates and prices are excluding VAT.
- b. Clients with established credit facilities will be invoiced for their bookings. In all other cases payment should be made at the end of the session, unless prior arrangements have been made with our finance department.
- c. For clients who hold a credit account with us, our payment terms are strictly 30 days. Payment shall be made by the client within one calendar month of the date on the invoice. We reserve the right to withhold work should default on payment continue.