



TERMS AND CONDITIONS

SCHEDULING SESSIONS

Booking inquiries should be made through the studios offices. Please let us know your requirements and we will advise you on price and availability.

If you are happy to proceed we require you to sign and date a copy of our booking form and, where necessary, to arrange payment of a deposit.

If you wish to place time on hold then please advise us at the time. Dates will be placed on hold subject to the following conditions:

- We will require confirmation of booking at latest 7 days prior to the session. Bookings that fall within 7 days of their session date will have 48 hours to confirm.
- If we receive a separate enquiry for that time we shall contact you and allow you one day to get back to us. If you are unable to confirm at this point your hold may be lost. Please ensure you have provided relevant contact details so that we can keep in touch.
- We will do our best to contact you, but be advised that it is your responsibility to update us on the planning of your session. Your hold may be lost if you fail to do so.

A Studio booking shall be confirmed once:

- The client has signed and returned a copy of this schedule or acknowledged their agreement to it via email.
- Any relevant deposits have been cleared.

Please note:

If your booking has not been confirmed according to these requirements, we cannot guarantee it. Kore will not be held responsible for any loss or damage incurred as a result of this.

DEPOSIT PAYMENTS:

The following bookings will require a deposit:

- First time clients of the studios: 50% deposit payment to secure their booking.
- Sessions booked to run for three days or more will be subject to a 50% deposit. *(With the exception of account bookings made via the Uniport system)*
- The charging of deposits is subject to the studio's discretion. We will advise you if a deposit is required.
- Please note that all deposit payments are non-refundable.

CANCELLATION:

Once a booking has been confirmed, it is subject to the following cancellation charges:

- **Up to 14 Days before session date**: 50% of total session cost.
- **Between 14 - 7 days before session**: 75% of total session cost.
- **Less than 7 days before session**: 100% of total session cost.

RESCHEDULING:

If a confirmed session is cancelled, whether through illness or unforeseen circumstances, and you would like to reschedule it, please advise the studios immediately.

Where possible, we shall endeavour to reschedule the time for you. Please note: we cannot guarantee there will be replacement studio time available to allow for this, nor that they will be in consecutive date ranges as per the original booking.

If we believe we **can** help you to reschedule, please note the following:

- The relevant cancellation fee for the original booking will still be owing, and must be settled **in full** before any time can be rescheduled. If there is a balance owing, it will be due on the last day of the rescheduled session.

- The client will have 45 days to reschedule, beginning from the start date of the original booking.
- We will advise you of the studios availability within this timeframe. If we cannot accommodate you due to other bookings, or you are unable to reschedule within 45 days, then they you will lose your cancellation fee and the booking will be voided.
- If we are able to reschedule the dates, then we shall provide you with a receipt for the days owed to you.

TIMINGS:

Please note that a studio '**day**' is defined as follows:

FULL DAY: 12 Hours.

HALF DAY: 6 Hours.

Special 20 Hour Lock-out rates are available by negotiation with the office.

We shall contact you prior to the session to arrange a start time. A typical start time would be 10 am and no later than midday.

The 12 / 6 hours will begin according to the start time you agree with us prior to the booking. If you are unclear on the official start time please let us know at the beginning of the day. Late arrival will not alter the agreed start time.

A 'day' shall be inclusive of the following:

- Setting-up and sound checking before recording begins.
- Packing down.
- Any breaks for food.
- Backing up to hard drives / burning CDs.

We will endeavour to provide you with rough time allowances for the above, so that you can schedule your day accordingly.

OVERTIME:

If you choose to work beyond the agreed timeframe, then an overtime charge of £60 + vat shall be payable upon the commencement of each new hour. The studios assistant or engineer will notify you 15 minutes before the session ends.

It is the clients responsibility to ensure that they have allowed enough time at the end of the day to pack down / back up.

PAYMENT:

Unless stated otherwise, all invoices and account balances should be settled on or by the final day of your session. We shall ensure a final invoice is delivered to you in good time to facilitate this:

- Please note that we do not accept card payments.
- Invoicing details should be confirmed prior to the session. Please make available details of any third parties responsible for settling the invoice. We shall hold the party whose details are given on the invoice as being solely responsible for settling it.
- In some cases, where bank transfers are not instantaneous, a print out showing the transfer is acceptable.
- Late payments of 28 days or more will be subject to interest charges.
- Kore reserves the right to withhold any recorded materials if invoices are not settled by the agreed time. This shall also apply to devices / drives brought by the client for the purposes of taking materials away.

STORAGE OF MATERIALS:

Kore will maintain a digital back up of the session files & audio for a period of one month following a session. If after that period we have not heard otherwise we shall remove them from the system. If you would like the files to remain with us for longer than a month this can be facilitated for a small additional fee.

Please note the following:

- It is the client's duty to inform us if they wish the materials to be stored longer than a month. We shall not contact you to prompt this decision.
- We strongly advise that any materials taken away by a client be further backed up, such that they have two copies of it.
- It is always worthwhile to check the files when you get home, to ensure that there are no compatibility issues between different software versions. If a client believes compatibility between our system and theirs may be an issue, they should check with us beforehand. Details of our recording system spec can be found in the **Equipment** section of our website.