

KLATCH STUDIO

TERMS & CONDITIONS

Last updated 10 Feb 2022



By booking the studio you automatically agree to these terms and conditions:

1. BOOKINGS & REFUNDS:

- a) Your booking is not confirmed until we have received full payment. All bookings must be paid for in advance unless otherwise agreed in writing.
- b) Unless otherwise arranged, the standard Klatch Studio hours are 8am to 9pm (full day = 11hrs). Bookings outside of these times will be subject to studio availability and Klatch Studio's discretion and will incur a surcharge.
- c) If you wish to postpone or cancel a confirmed booking this must be done at least 4 days before the hire period starts in order to get a full refund or the following cancellation fees will apply:
 - (i) 4-3 days prior to the shoot - 50% cancellation fee.
 - (ii) Within 48 hours of the shoot start time - 100% cancellation fee (no refund).Any equipment, staff or personnel hired-in on behalf of the client, may also be subject to cancellation charges.
- d) Our booking times are inclusive of setup and pack down time. Clients are given access into the studios at the exact time booked and no earlier, and are asked to be fully packed down at the end of their booking time and out of the building no later than 15 minutes after the booking time has finished.
- e) Overtime is charged once you've overstayed your slot by more than 15 minutes, after which you will begin to be charged at the published 'unplanned overtime' rate, which varies depending on the time of day. Overtime is always at the studio manager's discretion and we cannot guarantee availability.
- f) Extra hours at the standard rate can only be booked at least 12hrs before the start time of your shoot - any extra hours requested after this time (including on the day itself) will count as unplanned overtime, and are subject to overtime fees, availability and the studio manager's discretion.
- g) If you arrive late or finish earlier than expected on your shoot day, unfortunately we cannot refund you for the hours not used.

2. ACCESS & PARKING:

- a) Three onsite parking spaces are included in your booking - however, in the unlikely case of road access problems beyond our control, unfortunately we cannot be held responsible for this, but we will do our best to help you find alternative arrangements. The studio is not responsible for any delay caused by traffic or public transport issues and cannot add free overtime as a result of this.
- b) Parking your vehicle on site is at your own risk. All equipment should be removed from your vehicles and brought into the studio.
- c) Pickup/drop-off of equipment and/or props must happen during standard studio hours (see 1.b) or an additional charge may apply - please ask us before planning to leave anything in the studio the night before/after your booking.
- d) If wheelchair access is required, please let us know before booking so that we can discuss accessibility with you.
- e) For roller shutter or drive-in access please ask us at least 48hrs in advance of your shoot so that we can ensure this is available for you. In the unlikely event of road access problems to the shutter entrance unfortunately we cannot be held responsible.

3. USE OF THE STUDIO:

- a) Studio hire is dry hire only unless agreed otherwise.
- b) The studio is available for the exclusive use of the hirer named in the booking (and their party) you are not permitted to sub-contract, sub-let or otherwise permit any third party to utilise the studio without the prior written consent of Klatch Studio.
- c) Please check with us before your booking date to confirm whether a particular piece of equipment, prop or item of furniture shown on our website will be available on the day of your booking.
- d) Waste disposal: we can only dispose of a few black bins' worth of rubbish. Anything beyond that, including large items / construction materials / paint / hazardous waste etc. must be removed by your crew by the end of your booking.

4. SOUND:

- a) The studio is not a sound stage and we do not claim to be fully soundproof and cannot be held responsible for audio disruptions. Whilst the studio is reasonably quiet, and we have taken some measures to improve the studio acoustics, we suggest each production do their own evaluations before booking the studio - recces are more than welcome!

5. POWER:

- a) Please inform us before the day of your booking if you will be using equipment with large power requirements.

6. ANIMALS & CHILDREN

- a) The hirer is required to provide prior warning if bringing animals into the studio (guide dogs are always permitted).
- b) Children under the age of 18 must be supervised at all times by a parent, guardian or responsible adult.

8. HEALTH & SAFETY

- a) No smoking is permitted inside the studio or throughout the building.
- b) You must comply with fire regulation requirements whilst in the building, so please ensure that access to fire exits is never obstructed and make sure signs for fire exits and fire equipment are always prominent and visible (you may not cover up signs or move equipment.)
- c) Please consult with us beforehand if you wish to use open flames or if you are planning to use a smoke /fog machine or hazer in the studio.

9. BREAKAGES, LOSSES AND DAMAGES

- a) You will be liable for any damage caused to the space or any equipment during or as a result of your hire, and the studio reserves the right to charge to the hirer the reasonable cost of repair. (We of course accept normal wear and tear of a day's hire).
- b) Jumping / skateboarding / resting equipment on the curved edges of the cyclorama is not permitted and any damages caused will be liable to the hirer. No painting of the cove without prior written consent of the studio manager.
- c) No alterations, decorations or additions to the studio are permitted without the studio manager's consent. At the end of your hire period, the studio must be surrendered in the same condition that it was in at the start of the hire period.
- d) In the event of any paint or corrosive liquids being brought into the studio, it is the responsibility of the hirer to protect the floor with coverings at all times. Any damage or cleaning resulting from their use will be the responsibility of the hirer and a reasonable cleaning or repair charge levied in the event of damage.
- e) You must notify the studio at the start of your hire period if any aspect of the condition of the studio is unacceptable – if no such notification is given then the studio will be determined to be of an acceptable standard for use.

10. INSURANCE & LEGAL

- a) Whilst Klatch Studio has its own public liability insurance, the hirer should organise their own public liability insurance and any other insurance that their production requires.
- b) The hirer is responsible for insuring their own equipment and props. Klatch Studio cannot be held responsible for any damages or theft that occur to a client's equipment whilst on site. We permit storage overnight but only at the clients' own risk.
- c) Events or productions requiring a TEN licence / alcohol licence / similar must provide the studio with evidence of this in advance of the booking. If proper permission has not been granted by the council or appropriate bodies then we reserve the right to cancel your booking at any time or ask you to leave the premises, without a refund.

12. COVID-19

- a) Please refer to our COVID-19 policy document and familiarise yourself with our guidelines. Please ensure that you and your party abide by the latest government guidelines. We also recommend following APA or AOP guidelines.
- b) You and your party are responsible for your own COVID safety whilst on the premises and you should carry out your own COVID risk assessment. You or your COVID supervisor is responsible for ensuring that everyone is socially distancing and working safely.
- c) We offer a full refund on any booking if the studio must close legally due to COVID-19 government restrictions.

12. TERMINATION

- a) Klatch Studio reserves the right to terminate any hire contract if the hirer (or any member of their party) is in breach of any of the terms and conditions.

Please note that these terms and conditions are subject to change.
We've tried to keep them as fair as possible – please get in touch if you have any questions.