

KLATCH STUDIO

TERMS & CONDITIONS

Last updated 6 May 2024



By booking any of the studios 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 at least 5 working days before your booking start date 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) **CANCELLATIONS:**
If you wish to postpone or cancel a confirmed booking this must be done at least 5 business days before the hire period starts in order to get a full refund or the following cancellation fees will apply:
 - (i) 5-3 business days prior to the shoot – 50% cancellation fee.
 - (ii) 2 or fewer business days before 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 day, unfortunately we cannot refund you for the hours not used.

2. ACCESS & PARKING:

- a) Parking spaces for Studio 1 and 3 must be pre-paid in advance, up to 3 spaces can be booked for each of these studios. Studio 2 includes a parking space at no charge. If you are booking any of the 4 studios you can request to book additional spaces on the day but we cannot always guarantee extra availability in advance.
- b) 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 parking 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.
- c) Parking your vehicle on site is at your own risk. All equipment should be removed from your vehicles and brought into the studio.
- d) Pickup/drop-off of equipment and/or props must happen during your booking slot or an additional charge may apply – please ask us before planning to leave anything in the studio the night before/after your booking as we cannot always accommodate this.
- e) If wheelchair access is required, please let us know before booking so that we can discuss accessibility with you.
- f) 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. The named hirer is responsible for the appropriate behaviour of the whole party whilst onsite. Any inappropriate, violent or illegal behaviour will result in termination of your booking.
- 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 up to 5 large black bins' worth of rubbish per day. Anything beyond that, including large items / construction materials / paint / waste etc. must be removed by your crew by the end of your booking.
- e) You only have access to the studio you have booked, and are not permitted to enter neighbouring studios, or to film / rehearse / congregate in communal areas unless written permission to do so has been given to you in advance.

4. SOUND:

- a) Studio 1 and 2 have some acoustic measures implemented to reduce reverb/echo, but are not soundproofed. Whilst they are generally quiet and often used for interview shoots, we can never guarantee perfect audio conditions nor can we be held responsible for disruptions. It is possible you may have interruptions from external noise such as heavy rain or wind, nearby sirens, or neighbouring business activities.
- b) Studio 3: This studio has been sound treated to 60DB by professional studio builders and can be considered soundproofed to the average standard of a 'soundproof' film studio, however it is not a scientifically soundproofed chamber so some frequencies of noise can come through. We unfortunately cannot be held responsible for audio disruptions if they do occur.
- c) We suggest each production do their own evaluations of audio before booking a studio - recces are more than welcome!
- d) There are limitations on noise for Studio 1, 2 and 4 so as not to disrupt neighbouring productions - we cannot allow loud noise such as live instruments or construction in this studio unless you have been given written permission in advance by the Studio Manager.

5. POWER:

- a) Please inform us at least 48hrs before your booking if you will be using equipment with large power requirements. If you require access to 3-phase power (available in Studio 3 only) please let us know at least 48hrs in advance.

6. ANIMALS & CHILDREN

- a) The hirer is required to provide prior warning if bringing animals into the studio (guide dogs are always permitted). Pets are the responsibility of their owners and must be kept under a watchful eye if allowed to roam free.
- 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 or vaping 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 fire 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 you negligently or intentionally cause 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.
- b) Walking / jumping / skateboarding / resting equipment (and any other activity) on the curved edges of the infinity coves is not permitted and any damages caused to coves will be liable to the hirer. No painting of the cove or use of liquids on 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, chemicals, or 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 mess or 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.

11. TERMINATION

- a) Klatch Studio reserves the right to terminate the hire contract and cancel a booking without refund, 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.