The Hertfordshire Podcast Studio

# The Hertfordshire Podcast Studio Terms & Conditions


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# Single Booking

1. ## Booking

   The booking covers the recording session and any associated services or content specified on the invoice.

2. ## Payment

   A 50% deposit of the total booking fee is required to confirm the booking. The remaining 50% balance is due before the delivery of the completed content. No content will be delivered until the balance has been received in full.

3. ## Booking Date

   The recording session will take place on the date and at the time agreed at the time of booking. Bookings are subject to studio availability.

4. ## Cancellation and Rescheduling

   The customer may request to reschedule their booking, subject to studio availability. The studio reserves the right to charge a cancellation or rescheduling fee where applicable.

5. ## Content Delivery

   Completed content will be delivered following the recording session and completion of the agreed post-production work, subject to full payment having been received.

6. ## Changes to Requirements

   Any additional services, editing, content or changes requested beyond those included in the original booking may incur additional charges. Any additional costs will be agreed with the customer before the additional work is undertaken.

7. ## Acceptance of Terms

   By making a booking, the customer confirms that they have read, understood and accepted these Terms & Conditions.

# Monthly Package

1. ## Monthly Podcast Package

   The customer is purchasing a Monthly Podcast Package consisting of the number of podcast recording sessions and associated content specified on the invoice.

2. ## Package Period

   All recording sessions included within the package must take place within one calendar month of the date of the first recording session. This date marks the start of the package period.

3. ### Payment

   A 50% deposit of the total package fee is required to confirm the booking. The remaining 50% balance is due before the delivery of the first completed content. No content will be delivered until the balance has been received in full.

4. ### Unused Sessions

   Any recording sessions included within the package that have not taken place by the end of the package period will expire and cannot be refunded, transferred or carried forward, unless otherwise agreed in writing by The Hertfordshire Podcast Studio.

5. ### Booking and Availability

   Customers are responsible for booking their recording sessions within the package period. All bookings are subject to studio availability.

6. ### Rescheduling and Cancellations

   The studio's standard cancellation and rescheduling terms apply to all bookings. Rescheduling a session does not extend the original package period unless otherwise agreed in writing.

7. ### Extensions

   Any extension to the package period must be agreed in writing by The Hertfordshire Podcast Studio before the package expiry date.

8. ### Acceptance of Terms

   By making a booking, the customer confirms that they have read, understood and accepted these Terms & Conditions.

# Rescheduling & Cancellation Policy

## Rescheduling

We understand that plans can change. If you need to reschedule a booking, please provide as much notice as possible.

- Bookings may be rescheduled free of charge if at least 7 days' notice is provided.
- Rescheduling requests made with less than 7 days' notice may be subject to a rescheduling fee of 25% of the booking value.
- Rescheduling requests made within 48 hours of the booking may be treated as a cancellation and may be subject to the cancellation charges below.
- Rescheduled bookings are subject to studio availability and must normally be moved to a date within 1 month of the original booking date.
- If a new date cannot be found within 1 month, cancellation may apply.

## Cancellation

If you need to cancel a booking, the following charges will apply:

- **7 days or more before the booking:** Full refund of any payments made, less any non-refundable third-party costs that have already been incurred specifically for the booking.
- **Between 7 days and 48 hours before the booking:** the 50% booking fee will be retained.
- **Less than 48 hours before the booking:** 100% of the booking fee is payable.

Where a booking has been paid for by deposit, the deposit may be retained in accordance with the cancellation period above.

## Monthly or Package Bookings

For bookings made as part of a monthly or multi-episode package, individual recording sessions may be rescheduled subject to availability and the notice periods above.

Cancellation of an entire package after it has commenced may result in the remaining balance becoming payable for any sessions, production work or other services that have already been committed to or undertaken.

Any unused sessions within a package must be used within the agreed package period unless otherwise agreed in writing.

## Late Arrival

If you arrive late for your booking, the session will normally still finish at the originally agreed time. We cannot guarantee that additional time will be available.

If you are more than **30 minutes late without prior notice**, we reserve the right to treat the booking as cancelled and apply the relevant cancellation charge.

## Cancellation by The Hertfordshire Podcast Studio

In the unlikely event that we need to cancel or reschedule your booking due to circumstances within our control, we will offer an alternative date or provide a full refund of payments made for the affected booking.

We will not be liable for any additional costs, losses or expenses incurred as a result of the cancellation or rescheduling.

## Exceptional Circumstances

We understand that exceptional circumstances can occur. Requests relating to serious illness, bereavement, emergencies or other circumstances outside your reasonable control will be considered on a case-by-case basis.

Any decision to waive or reduce cancellation or rescheduling charges will be at the discretion of The Hertfordshire Podcast Studio.

By making a booking, you confirm that you have read and accepted these Rescheduling & Cancellation Policy terms.

# Media Archive Terms & Conditions

## 1. Online Media Availability

Following delivery of the agreed media, The Hertfordshire Podcast Studio will make the completed media available to the client via an online download link.
Unless otherwise agreed in writing, online media will remain available for download for 30 days from the date of delivery.
Clients are responsible for downloading and securely storing their media within this period.
The studio accepts no responsibility for media that has not been downloaded before the online download period expires.

## 2. Extended Online Storage

If a client requires media to remain available online for longer than 30 days, this may be possible subject to availability and the studio's approval.
Any request for extended online storage must be made before the standard 30-day period expires. Additional storage fees may apply depending on the length of the extension and the amount of media being stored.
The studio does not guarantee that media will be available online beyond the standard 30-day period unless an extension has been specifically agreed in writing.

## 3. Raw Footage

Raw, unedited camera footage is not included as part of the standard studio service or standard media delivery.
Raw footage will only be provided where the client has specifically booked the Essential Video Package, or where the provision of raw footage has otherwise been agreed in writing with the studio prior to the recording session.
Where raw footage is provided, it will be supplied in the format and manner determined by the studio. Due to the size of raw video files, additional storage, transfer or media costs may apply where applicable.
The studio is not responsible for providing raw footage that has not been specifically included within the client's booking or otherwise agreed in writing.

## 4. Physical Media Backup

The studio will retain a backup copy of the recorded and delivered media on its physical storage systems for 6 months from the date of delivery.
This backup is maintained as a precaution and is not intended to replace the client's responsibility to download, retain and securely back up their own media.
After the six-month backup period has expired, the studio may permanently delete the relevant media without further notice.

## 5. Requests for Archived Media

Where media has been removed from the online download system but remains within the studio's six-month physical backup period, clients may contact the studio to request that the media be made available again.

The studio will make reasonable efforts to fulfil such requests, subject to the media still being available and the studio's storage systems being operational. Additional storage fees may apply depending on the length of the extension and the amount of media being stored.
The studio does not guarantee that archived media can be recovered or re-delivered.

## 6. Expiry of Storage

Once the applicable online storage or physical backup period has expired, the studio is under no obligation to retain or recover the media.
Clients are therefore strongly advised to maintain their own independent backup of all delivered media.

## 7. Responsibility for Media

Once media has been delivered to the client, responsibility for retaining and securely backing up the media rests with the client.
The studio shall not be liable for any loss arising from the deletion, corruption or unavailability of media following the expiry of the applicable storage periods outlined above, except where such liability cannot legally be excluded.

## 8. Agreement to These Terms

By booking services with The Hertfordshire Podcast Studio, the client acknowledges and accepts these Media Archive Terms & Conditions.