Master Terms & Conditions

Last Updated: 15th November 2026

Upon booking, purchasing or engaging Mango Studios LDN for any services, either directly or through our website, you agree to these Terms & Conditions.

“Mango Studios LDN”, “we”, “our” and “us” means Mango Studios London Ltd. “You”, “your” and “client” means the individual, organisation or company making the booking or engaging our services.

“Venue”, “studio”, “space” or “premises” refers to Mango Studios LDN, Tower House, 139 Fonthill Road, London, N4 3HF, where applicable.

1. Bookings, Payments & Approval

1.1 Full Payment Bookings

Full payment is required upfront at the time of booking for all services, including Podcast Studio Hire, Photography Studio Hire, Photography Services, Photoshoot Packages, Podcast Bulk Packages and other one-off services.

Venue Hire and White Room Hire are the only standard booking exceptions, subject to the deposit and payment arrangements in Section 2.

Recurring subscriptions and contracted monthly services remain payable in advance according to their agreed billing schedules.

1.2 Booking Approval

All bookings are subject to acceptance by Mango Studios LDN.

We reserve the right to decline any booking that we reasonably consider unsuitable due to the proposed activity, safety, capacity, operational requirements, potential disruption or incompatibility with our facilities.

Payment does not automatically guarantee acceptance.

Where Mango Studios LDN rejects or declines a booking, **a full refund of all amounts paid will be issued to the original card used to make the booking**. Refunds may take up to **3 - 5 working days** to appear in the client's account, depending on their bank or card provider.

Venue Hire and White Room booking requests will normally be reviewed within 24 hours of submission.

For Venue Hire and White Room Hire, approval means when Mango Studios LDN issues the remaining balance invoice. The date and time the invoice is issued constitute the official booking approval time, from which all payment and non-payment cancellation deadlines are calculated.

A booking is confirmed only when Mango Studios LDN has accepted it and all applicable payment requirements have been satisfied.

2. Venue Hire & White Room Payment Policy

2.1 Security Deposits

A refundable security deposit is payable online when submitting a booking request:

- **Venue Hire: £200**
- **White Room Hire: £60**

Security deposits are separate from the hire fee and are not deducted from the booking balance.

Deposits are held against damage, cleaning, overtime, unpaid charges and other liabilities arising under these Terms.

Where Mango Studios LDN declines a booking request, the full security deposit will be refunded to the original payment card, normally appearing within 3–5 working days.

2.2 Remaining Balance

Following booking approval, clients must pay the entire outstanding hire balance within:

- **Standard bookings:** 72 hours from the date and time Mango Studios LDN issues the remaining balance invoice.
- **Short-notice bookings:** 24 hours from the date and time Mango Studios LDN issues the remaining balance invoice.

For this policy, **short-notice bookings are those made 14 days or less before the scheduled event or hire date.**

The payment deadline will be calculated from the time the invoice is issued, regardless of when the client opens or reads it.

Regardless of these payment windows, the full hire balance must be received before the booking commences.

2.3 Late Payment Fee

Where the applicable 72-hour or 24-hour payment deadline is missed, a **£40 Late Payment Fee** will automatically be added to the outstanding booking balance.

The client must pay the full remaining hire balance together with the £40 Late Payment Fee.

The Late Payment Fee does not extend the final payment deadline or guarantee that the requested date and time will remain available.

2.4 Cancellation for Non-Payment

If the client fails to pay the entire outstanding hire balance, including any applicable £40 Late Payment Fee, within **5 calendar days of the remaining balance invoice being issued**, Mango Studios LDN will cancel the booking and release the reserved date and time.

The five-day cancellation deadline begins at the exact date and time the remaining balance invoice is issued, not when the original booking request was submitted.

The following cancellation charges will apply:

Venue Hire

A £90 cancellation fee will be deducted from the £200 security deposit. The remaining £110 will be refunded to the original payment card.

White Room Hire

A £40 cancellation fee will be deducted from the £60 security deposit. The remaining £20 will be refunded to the original payment card.

These cancellation charges apply specifically to bookings cancelled due to non-payment and are separate from the standard client cancellation policy.

Where a booking is scheduled to commence before the five-day deadline, the full outstanding balance must be paid before commencement. Failure to do so may result in earlier cancellation.

All fees and deductions are subject to applicable consumer law and statutory rights.

2.5 Security Deposit Refunds

Following a completed booking, security deposits will normally be refunded within 10 working days, subject to inspection of the premises and any applicable deductions.

Where deductions exceed the security deposit, the client remains responsible for reasonable additional charges properly due under these Terms.

3. Cancellations, Refunds & Rescheduling

3.1 General Refund Policy

All refunds will be issued to the original card used to make the booking.

Once processed by Mango Studios LDN, refunds may take **3–5 working days** to appear in the client's account, depending on the bank or card provider.

Where Mango Studios LDN rejects or declines a booking, the client will receive a full refund without deductions or administration charges.

Where a client cancels a booking or a booking is cancelled due to non-payment, the applicable cancellation policy, administration fees and security deposit deductions will apply, subject to statutory rights.

3.2 Podcast & Photography Studio Cancellations

Outside the applicable 24-hour booking grace period:

- 31+ days' notice: 100% refund less Administration Fee.
- 15–30 days' notice: 75% refund less Administration Fee.
- 8–14 days' notice: 50% refund less Administration Fee.
- 7 days or less: No refund.

Administration Fees

- Bookings up to £150: £20
- Bookings £151–£399: £45
- Bookings £400+: £75

3.3 Podcast & Photography Studio Rescheduling

- 31+ days' notice: Free
- 8–30 days' notice: £10

- 5–7 days' notice: £30
- 4 days or less: Rescheduling is not permitted and will be treated as cancellation.

Rescheduled sessions must take place within one month of the original booking date, subject to availability.

3.4 Venue Hire Cancellations

Where a client voluntarily cancels an approved and paid Venue Hire booking:

- More than 45 days' notice: 100% refund less Administration Fee.
- 31–44 days' notice: 75% refund less Administration Fee.
- 8–30 days' notice: 50% refund less Administration Fee.
- 7 days or less: No refund of the hire fee.

Venue Administration Fees

- Bookings up to £799: £130
- Bookings £800–£1,499: £200
- Bookings £1,500+: £270

Security deposits remain refundable subject to applicable charges and liabilities.

3.5 Venue Hire Rescheduling

- 45+ days' notice: Free
- 31–44 days' notice: £50
- 8–30 days' notice: £70
- 7 days or less: Not permitted and treated as cancellation.

3.6 Booking Grace Period

A 24-hour administrative grace period applies to eligible bookings for accidental purchases or immediate amendments.

This does not apply where the booking or first session is scheduled within seven days of purchase.

Photography Services Packages remain subject to their package-specific administration fees.

This grace period does not replace or restrict any statutory cancellation rights that apply.

4. Arrivals, Session Times & Overtime

Bookings begin at the scheduled start time, regardless of client arrival.

Technical preparation, equipment setup, camera checks and sound testing may take up to 15 minutes and form part of the booked session.

All setup, preparation and pack-down must take place within the allocated booking time.

Clients arriving more than 20 minutes late may be refused entry or have their booking cancelled without refund, subject to applicable law.

A 10-minute overtime tolerance applies. Once exceeded, any part of an additional hour may be charged at the applicable hourly overtime rate.

Overtime Rates

Podcast Studio

- Audio Only: £95/hour
- Remote Only: £100/hour
- Bronze: £95/hour
- Silver: £115/hour
- Gold: £145/hour

Other Services

- Photography Studio: £95/hour
- Photography Services: £100/hour
- White Room: £70/hour daytime, £90/hour evenings
- Venue Hire: £115/hour daytime, £145/hour evenings and weekends

Overtime is subject to availability and must be approved by Mango Studios LDN.

An additional £40/hour Out of Hours Fee applies where specified by the service's operating hours.

5. Minimum Booking Durations

Podcast Studio

A minimum two-hour booking applies to sessions starting at 6pm or later on weekdays and to all weekend sessions.

Weekday sessions starting before 6pm may be booked for a minimum of one hour, even where the session extends beyond 6pm.

Photography Studio

Minimum booking duration: 2 hours.

White Room

Minimum booking duration: **2 hours, including weekdays and weekends.**

Venue Hire

Minimum booking duration: 3 hours.

All bookings remain subject to availability and applicable operating hours.

6. Add-Ons & Late Amendments

Clients must select all required add-ons when making their original booking.

Any add-ons or additional services requested after checkout will incur a **£20 Late Amendment Fee per booking amendment**, plus the standard cost of the additional services.

Payment must be made upon arrival, before the session or additional service commences.

All late requests are subject to availability and approval.

Guest count amendments, equipment changes and additional production requirements may also be subject to this policy.

7. Podcast Packages & Subscriptions

7.1 Podcast Bulk Packages

Bulk Packages must be paid for in full upfront.

Purchased recording hours may be divided across multiple sessions and must be used within 12 weeks of purchase.

Unused hours expire without refund or rollover, except where required by law.

A maximum of two reschedules is permitted per package. Further approved rescheduling may incur a £50 fee.

Evening and weekend sessions require a minimum allocation of two recording hours.

7.2 Monthly Podcast Subscriptions

Monthly subscriptions are subject to an initial minimum commitment of three months, billed monthly in advance.

After the initial term, subscriptions continue monthly until cancelled with at least 30 days' written notice.

Unused recording hours, episodes, clips, thumbnails or other allowances do not roll over unless expressly agreed in writing.

Where a subscription payment is overdue, services may be suspended until payment is received.

A £20 Late Payment Fee applies where payment remains outstanding for more than seven calendar days.

Subscriptions may be terminated where payment remains outstanding for 14 calendar days, subject to applicable law.

7.3 Recording Session Bookings

The first recording session is selected when purchasing the package or subscription and remains subject to approval.

Subsequent sessions must be requested directly through Mango Studios LDN.

A recording session is confirmed when the date and time have been approved and a calendar invitation issued.

8. Photography Studio & Photography Services

Photography Studio Hire includes standard use of the white backdrop and available studio facilities.

Additional backdrop charges:

- Coloured backdrop: £30
- Chroma Green: £50
- Excessively damaged backdrop paper: £15 per linear metre

Clients are responsible for damage to photography equipment.

Photography Services Packages

All packages must be paid for in full upfront.

Bronze Photoshoot: £299

2-hour session, 15 digital images and 2 professionally edited images.

Silver Photoshoot: £499

3-hour session, 25 digital images and 5 professionally edited images.

Gold Photoshoot: £1,199

4-hour session, 60 digital images, 12 professionally edited images and one framed 25cm × 25cm photograph.

Additional JPG images cost £39 each. Additional professionally edited images cost £59 each.

Final image selections must be submitted within seven days of receiving the image gallery.

Additional images must be purchased within seven days of final selections.

Selected JPG images are normally delivered within seven days of final selection and professionally edited images within ten days.

Photography Services Cancellations

Outside the applicable grace period:

- 31+ days' notice: 100% refund less Administration Fee.
- 15–30 days' notice: 75% refund less Administration Fee.
- 8–14 days' notice: 50% refund less Administration Fee.
- 7 days or less: No refund.

Administration Fees: Bronze £40, Silver £70 and Gold £120.

Rescheduling charges: Free with 31+ days' notice, £30 with 8–30 days and £50 with 5–7 days. Rescheduling is not permitted with four days' notice or less.

9. Venue Hire & White Room Conditions

Clients must accurately declare their intended activity, guest numbers and any special requirements.

Venue Hire involving commercial filming incurs an additional £120 Filming Location Fee, excluding Podcast Studio filming.

Outside food and drink is subject to the applicable BYO fee.

Unauthorised food and drink may incur a £75 charge.

Where security personnel are required due to guest numbers or event type, the client must comply with Mango Studios LDN's security requirements.

Clients are responsible for the conduct of all attendees.

Additional cleaning, damage, furniture, security and guest charges may apply.

10. Studio Conduct, Damage & Cleaning

Clients are responsible for the behaviour of all guests, crew and participants.

Smoking, vaping, tampering with equipment, abusive behaviour and activities presenting a safety risk are prohibited.

Unauthorised guests may incur a £15 per-person charge.

Unauthorised interference with studio equipment may incur a £100 restoration charge.

General studio damage charges start from £100, with Venue Hire damage charges starting from £200, subject to actual reasonable repair or replacement costs.

Excessive cleaning may incur a £100 fee.

Clients bringing food or drink into the Podcast Studio are subject to a £20 cleaning fee.

Mango Studios LDN reserves the right to refuse entry or terminate sessions where there are serious safety, hygiene or conduct concerns, with no refund due.

11. Recording Files & Delivery

Podcast Studio bookings include standard recording media and file transfer.

Raw files are normally delivered within three working days and within a maximum of ten working days, subject to circumstances outside our reasonable control.

Where a paid 24-hour Express Transfer service is not fulfilled within the agreed period, the Express Transfer fee will be refunded.

Files are retained for seven working days after delivery and may then be permanently deleted.

Clients are responsible for downloading and securely storing their files.

12. Editing, Production & Creative Deliverables

Editing, social clips, thumbnails and other production services are provided according to the selected package or agreed scope of work.

Unless otherwise agreed, one reasonable revision round is included per deliverable.

Additional revisions, substantial creative changes, alternative versions or work outside the agreed scope may incur additional charges.

Clients must provide all necessary information, branding, materials and approvals in a timely manner.

Delivery deadlines may be affected by delayed client feedback, missing materials or changes in scope.

Additional services must be paid for before work commences unless otherwise agreed in writing.

13. Intellectual Property & Content Rights

Unless otherwise agreed in writing, Mango Studios LDN retains ownership of the creative work, project files and original materials it produces.

Upon full payment, clients receive the agreed rights to use their final deliverables for the purposes contemplated by their booking or agreement.

Copyright ownership is not automatically transferred through payment.

Mango Studios LDN may use work it creates, including excerpts, stills and completed content, for portfolio and promotional purposes, subject to applicable confidentiality, privacy and client-specific agreements.

Clients are responsible for ensuring they hold the necessary rights and permissions for materials supplied to Mango Studios LDN.

14. Behind-the-Scenes Content & Marketing

By booking our services, you consent to Mango Studios LDN filming and photographing you during your visit and using this content for our website, social media, portfolio and promotional purposes.

You may request to withdraw your consent at any time by writing to **space@mangostudiosldn.com**. Withdrawal will not affect any use of your content that was lawful before consent was withdrawn.

Consent for other attendees, including children, must be obtained separately where required.

Clients must inform Mango Studios LDN in advance of any confidentiality restrictions, safeguarding concerns or filming limitations.

Additional permissions may be required for guests, children and other identifiable individuals.

15. Client Property, Safety & Liability

Clients are responsible for their personal belongings, equipment and materials brought onto the premises.

All equipment must be used safely and in accordance with staff instructions.

Mango Studios LDN is not responsible for losses arising from circumstances outside its reasonable control.

Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud or any other liability that cannot lawfully be excluded.

16. Consultations & Studio Viewings

Complimentary Podcast Consultations require at least 24 hours' notice for cancellation or rescheduling.

Missed consultations or late cancellations may result in forfeiture of the complimentary appointment.

A subsequent consultation may incur a £200 fee.

Studio viewings and any applicable booking or viewing charges will be confirmed before payment.

17. Monthly Content Services & Videography

Monthly Videography and Content Services are governed by the applicable signed Monthly Content Services Agreement.

Unless otherwise agreed, packages have a three-month minimum commitment and are billed monthly in advance.

Following the initial term, services continue monthly until cancelled with 30 days' written notice.

The agreed package defines the filming hours, deliverables, revisions, production arrangements and other services included.

Unused allowances do not roll over unless expressly agreed.

Where a payment is overdue, Mango Studios LDN may suspend services pending payment.

Any applicable First Video Money Back Guarantee or Podcast Subscription Free Trial is governed by its separate service-specific terms.

18. Outstanding Payments & Post-Booking Charges

Clients remain responsible for all outstanding charges arising from their booking, including overtime, additional services, damage, cleaning fees and other applicable charges.

Where charges remain unpaid, Mango Studios LDN reserves the right to issue an invoice to the booking holder, payable within **7 calendar days**.

Mango Studios LDN may withhold the delivery or release of photographs, videos, recordings, edited content and other deliverables until all outstanding charges relating to the booking have been settled in full, where contractually agreed and legally permitted.

We also reserve the right to refuse future bookings and pursue recovery of unpaid amounts, including reasonable recovery costs and interest where legally permitted.

19. General Terms

Mango Studios LDN reserves the right to update these Terms & Conditions. The version applicable at the time of booking will normally govern that booking.

Events outside our reasonable control may affect the availability or delivery of services.

Where a signed service-specific agreement conflicts with these Master Terms, the signed agreement takes precedence for the relevant service.

All fees, cancellations, refunds and liabilities remain subject to applicable UK law and statutory consumer rights.

20. Acknowledgement & Agreement

By making a booking, submitting a booking request, paying a security deposit, purchasing a service, issuing a Purchase Order or signing an agreement, the client confirms acceptance of these Master Terms & Conditions and any applicable service-specific terms.

The person making the booking confirms that they have the authority to act on behalf of the individual, company or organisation concerned.

Mango Studios London Ltd T/A Mango Studios LDN

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