Master Terms & Conditions

Last Updated: 10th October 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. Booking Deposits & Approval

A £39 deposit is required when submitting a booking request through our website. Payment of the deposit does not automatically confirm a booking. All booking requests are subject to approval by Mango Studios LDN. Approval means when we send your remaining balance invoice.

If we decline your booking request, the £39 deposit will be refunded in full.

Once approved:

Podcast & Photography Studio: The £39 deposit is deducted from the total booking fee.

White Room: The £39 is held as a refundable Security Deposit, subject to these Terms.

Venue Hire: The £39 is deducted from the total Venue Hire fee and a separate £210 refundable Security Deposit is required.

Photography Services Packages: The package-specific deposit applies and is deducted from the total package price.

Your booking is not fully confirmed until it has been approved and the applicable payment requirements have been met.

Short-Notice & Last-Minute Bookings

Short-Notice and Last-Minute thresholds and payment windows vary by service. The applicable service-specific rules in Sections 2, 16, 17 and 18 take precedence.

Where an accelerated payment window applies, the client must pay the full amount required within that window to retain the booking.

Failure to meet a strict final payment deadline may result in immediate cancellation, release of the slot and forfeiture of the applicable Booking Deposit or Security Deposit as stated for that service.

A Late Payment Fee does not extend a strict final payment deadline.

Late Payments

Unless a service-specific provision states otherwise, a £20 Late Payment Fee applies where an initial payment deadline is missed but the applicable final payment deadline has not yet passed.

Photography Services and Venue Hire are subject to a £40 Late Payment Fee where stated in Sections 16 and 18.

Where a final payment deadline is missed, the booking may be cancelled and the applicable deposit forfeited.

2. Payment Deadlines

Podcast & Photography Studio

Same-day and next-day bookings must be paid in full within **2 hours of approval**. All other bookings must be paid in full within **24 hours of approval**.

Short-Notice Bookings: Bookings made less than 8 hours before the scheduled start time must be paid in full within **1 hour of approval**.

Last-Minute Bookings: Bookings made less than 6 hours before the scheduled start time must be paid in full within **30 minutes of approval**.

All Podcast & Photography Studio bookings made 6 hours or more before the scheduled start time must be paid in full at least **6 hours before the start time**.

If an initial payment deadline is missed and a later final deadline remains available, a **£20 Late Payment Fee** will be added.

If the applicable final payment deadline is missed, the booking will be cancelled and the £39 Booking Deposit forfeited.

White Room

The remaining White Room fee must be paid within 24 hours of approval.

For bookings made 24 hours or more in advance, full payment must be received at least **8 hours before the scheduled start time**.

Short-Notice Bookings: Bookings made less than 24 hours but at least 8 hours before the scheduled start time must be paid in full within **1 hour of approval**.

Last-Minute Bookings: Bookings made less than 8 hours before the scheduled start time must be paid in full within **30 minutes of approval**.

A £20 Late Payment Fee applies where the initial or Short-Notice payment deadline is missed and a later final deadline remains available.

If the applicable final deadline is missed, the booking will be cancelled and the £39 Security Deposit forfeited.

Venue Hire

Venue Hire payment deadlines are set out in Section 18.

Photography Services

Photography Services payment deadlines are set out in Section 16.

No Late Payment Fee or additional payment period applies after a strict Short Notice or Last-Minute Booking payment deadline has expired. The booking will instead be cancelled and a new booking request will be required.

3. Refunds

Where a refund is due under these Terms, it will be returned to the **same payment card used to make the original booking or payment**.

Refunds will not normally be made to an alternative card, bank account or third party.

Any applicable Administration Fees, cancellation charges, damage charges, cleaning charges or other sums owed to Mango Studios LDN will be deducted before the refund is processed.

Refund processing times may vary depending on the card issuer or payment provider.

Where the original payment method is no longer available or a refund cannot reasonably be returned to the original card, Mango Studios LDN may request additional information and determine an appropriate alternative refund method.

4. Timing, Technical Preparation, Arrivals & Late Policy

Your booking starts at the **scheduled start time, not when you arrive**. Late arrival reduces the time available and the original finish time remains unchanged.

Technical setup and preparation may take up to 15 minutes at the start of your booking. This may include equipment testing, camera and audio checks, microphone positioning, seating adjustments and other technical preparation required for your session.

Technical preparation forms part of your booked session. **Clients should therefore factor up to 15 minutes of technical preparation into the duration they book.**

Additional or custom setup requirements may require further time and will also form part of the booked session unless otherwise agreed in advance.

Setup and pack-down must take place within your booked time.

If you arrive more than **20 minutes late**, Mango Studios LDN reserves the right to cancel the booking and refuse entry. **No refund will be issued.**

Clients arriving more than 20 minutes early may be refused entry until shortly before their scheduled start time.

5. 24-Hour Grace Period

A **24-hour grace period begins immediately from the time the booking or purchase is made**.

During this period, a client may cancel an accidental booking or make an immediate change and receive a For

Photography Services Packages, the Photography Services Administration Fee set out in Section 16 applies instead:

Bronze: £40
Silver: £70
Gold: £120

The grace period does not apply where the booking or first session is scheduled within **7 days of purchase**.

The grace period does not override Short-Notice, Last-Minute or accelerated payment requirements.

The grace period does not apply where the booking, or first session of a package, is scheduled to take place within **7 days of purchase**.

The grace period also does not override the strict payment requirements applicable to Short Notice or Last-Minute Bookings.

After the grace period, the applicable cancellation and rescheduling policy applies.

6. Podcast & Photography Studio Rescheduling

All rescheduled sessions must take place within **one month of the original booking date**.

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 a cancellation.

White Room, Venue Hire, Podcast Packages and production services may be subject to separate rescheduling terms.

7. Podcast & Photography Studio Cancellations

Outside the 24-hour grace period, the following terms apply to cancellations only:

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**

These cancellation percentages do not alter the separate rescheduling charges in Section 6.

8. Overtime & Out of Hours

If a booking runs more than **10 minutes beyond the scheduled end time**, the applicable hourly overtime rate will apply.

Once the 10-minute tolerance has been exceeded, any part of an additional hour is charged as a **full hour**.

Overtime Rates

Podcast Studio

Audio Only: **£75 per hour**
Remote Only: **£85 per hour**
Bronze: **£85 per hour**
Silver: **£125 per hour**
Gold: **£155 per hour**

Photography Studio: £95 per hour **Photography Services/Photoshoot Packages:** £100 per hour

White Room: £70 per hour, 9am–5pm | £90 per hour, 6pm–10pm

Venue Hire: £115 per hour, 9am–5pm | £145 per hour, 6pm–10pm

Out of Hours Fee

An additional **£40 per hour Out of Hours Fee** applies to bookings outside:

Photography Studio: 9am–7pm
White Room: 9am–10pm
Venue Hire: 9am–10pm

The Out of Hours Fee is charged in addition to the applicable booking or overtime rate. All Podcast Studio bookings from 6pm onwards and all weekend bookings require a minimum booking of 2 hours.

9. Podcast Studio Packages & Monthly Subscriptions

Podcast Studio Packages

Mango Studios LDN offers Podcast Studio Bulk Packages and Monthly Podcast Subscription Plans. The specific recording time, production setup, deliverables and services included are those stated within the package or plan purchased.

All Podcast Studio Packages remain subject to the other applicable provisions of these Master Terms & Conditions.

9A. Podcast Studio Bulk Packages

Package Allowance

Each Bulk Package provides the number of Podcast Studio recording hours and production setup stated within the package purchased.

Package hours may be divided across multiple recording sessions and do not need to be used consecutively or on the same day.

Package Validity & Expiry

All Bulk Package hours must be booked and attended within **12 weeks of the date of purchase**.

Any unused hours remaining at the end of the 12-week validity period will expire and will not be refunded, credited or carried forward, except where required by law.

Cancellation or rescheduling of an individual session does not automatically extend the 12-week package validity period.

Evening & Weekend Bookings

Podcast Studio bookings from 6pm onwards and on Saturdays or Sundays require a minimum session of 2 hours.

Where Bulk Package hours are used for an evening or weekend booking, a minimum of 2 hours will be deducted from the Client's remaining package allowance.

Rescheduling Bulk Package Sessions

Individual Bulk Package sessions may be rescheduled in accordance with the rescheduling provisions contained within these Master Terms & Conditions, provided that the replacement session takes place within the original **12-week package validity period**.

A maximum of 2 reschedules is permitted per package unless otherwise agreed by Mango Studios LDN. Further permitted rescheduling may incur a £50 surcharge.

Where a session is cancelled too late to qualify for rescheduling or is otherwise forfeited under these Terms, the recording hours allocated to that session will be deducted from the Client's remaining package allowance.

Package Extras & Additional Services

Additional services or extras, including teleprompter hire, additional equipment, crew, editing, social clips, thumbnails or other production services, must be requested when booking wherever reasonably possible.

Any applicable additional fees are payable separately and do not reduce the Client's remaining package hours.

Where additional recording time is required beyond the Client's remaining package allowance, it will be charged at Mango Studios LDN's applicable rate and remains subject to availability.

Non-Transferability

Bulk Packages are purchased for use by the individual, company or organisation named at the time of purchase and may not be transferred, shared, assigned or resold without prior written approval from Mango Studios LDN.

9B. Monthly Podcast Subscription Plans

Monthly Podcast Subscription Plans provide recurring podcast production services and, depending upon the plan selected, may include editing, creative development, social content, thumbnails, distribution and other services.

The specific recording allowance, episode allowance, camera setup, social content, thumbnails, consultations, distribution services and other deliverables included are those displayed within the selected plan at the time of purchase.

Minimum Term & Payment

All Monthly Podcast Subscription Plans are subject to an initial minimum commitment of **3 months** and are billed monthly in advance.

By purchasing a Monthly Podcast Subscription Plan, the Client agrees to pay the applicable monthly subscription fee throughout the initial 3-month minimum term, subject to any statutory rights that cannot lawfully be excluded.

Following completion of the initial minimum term, the plan will automatically continue on a **monthly rolling basis** until cancelled in accordance with these Terms.

The subscription does not automatically create a further fixed 3-month commitment after the initial minimum term.

Cancellation

Clients may give notice to cancel their subscription at any time.

Where notice is given during the initial 3-month minimum term, cancellation will take effect no earlier than the end of that minimum term and all payments falling due during the minimum term remain payable, subject to any statutory rights that cannot lawfully be excluded.

Following completion of the initial minimum term, at least **30 days' written notice** is required to cancel.

All cancellation requests must be submitted by email to **space@mangostudiosldn.com**.

Mango Studios LDN will confirm receipt of the cancellation request and the effective cancellation date.

Cancellation does not affect any payment or other liability that became due before the effective cancellation date.

Payments already made are non-refundable except where a refund is required by applicable law or expressly provided for within these Terms.

Monthly Recording & Episode Allowances

Each subscription includes the maximum number of recording hours and podcast episodes stated within the selected plan.

Both the recording-hour limit and episode limit apply.

Reaching either limit does not create an entitlement to additional recording time, episodes or other services.

Additional recording time, episodes or other services may be purchased separately at Mango Studios LDN's applicable rates and remain subject to availability.

Using Monthly Recording Hours

Clients are not required to use their monthly recording allowance in a single recording session or on a single day.

Recording hours may be divided across multiple sessions during the applicable monthly billing period, subject to availability and these Terms.

Evening sessions from 6pm onwards and all Saturday or Sunday sessions require a minimum booking of 2 hours.

Monthly Allowances & Rollover

Recording hours, episodes, standard social clips, premium social clips, thumbnails, consultations, strategy meetings and other monthly allowances must be used within the applicable monthly billing period.

Unless Mango Studios LDN expressly agrees otherwise in writing, unused monthly allowances **do not roll over, accumulate or carry forward** into subsequent months and have no cash or credit value.

A Client's failure to book or use their available monthly allowance does not reduce, pause or suspend the monthly subscription fee.

Editing & Revisions

Professional editing is included to the extent stated within the selected subscription plan.

Unless otherwise expressly stated, **one revision round per completed episode is included**.

A revision means reasonable amendments to the original agreed edit.

Substantial restructuring, a change of creative direction, replacement of previously approved content, alternative versions or work outside the original agreed scope may be chargeable separately.

Social Clips, Premium Social Clips & Thumbnails

The number and type of social clips, premium social clips, thumbnails and other supporting content included each month are determined by the subscription plan purchased.

These form part of the applicable monthly allowance and unused deliverables do not automatically carry forward.

Premium Social Clips may include additional creative editing, B-roll, graphics, sound design, music or other enhanced production elements where appropriate.

Distribution Setup

Where **Podcast Distribution Setup** is included within a plan, Mango Studios LDN will assist with the initial setup of the Client's agreed podcast distribution infrastructure and platforms.

Distribution Setup is an initial setup service and does not include ongoing publication or management of episodes unless **Managed Podcast Distribution** is expressly included within the selected plan.

Where accounts are created for the Client's podcast, they should, wherever reasonably possible, remain owned and controlled by the Client.

Managed Podcast Distribution

Where Managed Podcast Distribution is expressly included, Mango Studios LDN may prepare, schedule and/or publish approved podcast content across the agreed podcast and video distribution channels on the Client's behalf.

The Client must provide the necessary access, permissions, information and approvals required for Mango Studios LDN to perform these services.

Mango Studios LDN does not guarantee any particular number of views, listens, followers, subscribers, enquiries, sales, engagement levels, audience growth or other commercial or social media performance.

Creative Consultations & Strategy Meetings

Creative consultations, development meetings, strategy meetings and other advisory services are included only where expressly stated within the selected plan.

Included meetings must be used within the applicable monthly billing period unless otherwise agreed in writing.

Failure to attend a confirmed meeting may result in that meeting being treated as used, subject to the applicable cancellation and rescheduling provisions.

Client Responsibilities & Delays

The Client is responsible for providing all information, materials, branding, guest information, approvals, feedback, account access and other information reasonably required for Mango Studios LDN to provide the subscription services.

Delays caused by the Client do not automatically extend the monthly billing period or create an entitlement to rollover, additional services, refund or credit.

Failed, Late & Unpaid Subscription Payments

Monthly subscription fees are payable in advance on the applicable recurring payment date. If a payment is not received when due, **all subscription services will be suspended immediately until the outstanding subscription fee has been paid in full**, including any recording sessions already booked or confirmed.

Where payment remains outstanding for more than **7 calendar days**, a **£20 Late Payment Fee** will be added.

If payment remains outstanding for **14 calendar days**, Mango Studios LDN may terminate the subscription for non-payment. Termination does not waive any fees or other amounts already due and, where termination occurs during the initial **3-month minimum commitment**, Mango Studios LDN reserves the right to recover amounts properly due under that commitment, subject to applicable law.

Suspension or termination due to non-payment does not extend the subscription period, preserve unused allowances or entitle the Client to a refund, credit or rollover. Any previously booked session cancelled due to non-payment is not guaranteed to remain available if payment is subsequently made.

Mango Studios LDN may pursue outstanding sums and any interest, compensation or reasonable recovery costs permitted by applicable law.

Changing Subscription Plans

Requests to upgrade or downgrade a Monthly Podcast Subscription Plan are subject to Mango Studios LDN's approval.

Any agreed change in package, price, allowances or services will take effect from the date agreed in writing.

A downgrade does not automatically reduce payments due during the initial 3-month minimum commitment.

Consumer Cancellation Rights

Nothing within these Terms limits or excludes statutory rights that cannot lawfully be limited or excluded.

Where the Client is a consumer, meaning an individual acting wholly or mainly outside their trade, business, craft or profession, and purchases a subscription online or otherwise at a distance, statutory cancellation rights may apply.

Where applicable, a consumer may have a statutory right to cancel a service contract within **14 days of entering into the contract**.

Where a consumer expressly requests that Mango Studios LDN begins providing services during the statutory cancellation period and subsequently exercises a statutory right to cancel, the consumer may be required to pay a proportionate amount for services supplied up to the point at which cancellation was communicated, where permitted by law.

Nothing in the 3-month minimum commitment overrides any statutory cancellation right that applies to a consumer.

9C. Booking Podcast Package Sessions

The following booking procedure applies to **both Podcast Studio Bulk Packages and Monthly Podcast Subscription Plans**.

First Recording Session

When purchasing a Podcast Studio Bulk Package or Monthly Podcast Subscription Plan through the Mango Studios LDN website, the Client will select their requested date and time for their **first recording session** as part of the purchase process.

Selecting a date and time does **not automatically confirm the booking**.

All requested sessions remain subject to availability and confirmation by Mango Studios LDN.

Once the requested session has been approved and confirmed, Mango Studios LDN will issue a **calendar invitation to the email address provided by the Client**.

The first recording session will only be treated as confirmed once Mango Studios LDN has confirmed the requested slot and issued the calendar invitation.

Booking Subsequent Recording Sessions

All subsequent recording sessions using Bulk Package hours or Monthly Subscription Plan recording allowances must be requested directly from Mango Studios LDN by **phone, text message, WhatsApp or email to space@mangostudiosldn.com**.

The Client should provide their preferred date, start time and number of recording hours they wish to use.

All requested dates and times remain subject to availability.

A requested session is **not confirmed until Mango Studios LDN has approved the requested slot and issued a calendar invitation** to the Client's provided email address.

Clients should not attend the studio or make arrangements in reliance upon a requested date or time until confirmation has been received.

Calendar Invitations

A calendar invitation will be issued for each confirmed package recording session.

Clients are responsible for checking that the date and time shown on the calendar invitation are correct and must notify Mango Studios LDN promptly if they believe there is an error.

The date and time shown on the confirmed calendar invitation will be treated as the Client's scheduled booking for the purposes of cancellation, rescheduling, lateness, no-show and overtime provisions within these Terms.

Package Validity & Booking Availability

For Bulk Packages, all recording sessions must take place within the applicable **12-week package validity period**.

For Monthly Podcast Subscription Plans, recording sessions must take place within the applicable **monthly billing period** unless Mango Studios LDN expressly agrees otherwise in writing.

Clients are responsible for requesting their sessions sufficiently in advance.

All sessions remain subject to studio and production-team availability. Purchase of a package or subscription does not guarantee the availability of a particular date or time unless that session has been confirmed by Mango Studios LDN.

Failure to request, secure or attend sufficient recording sessions within the applicable validity period does not automatically extend the validity period or entitle the Client to a refund, credit or rollover.

Package Cancellations

A **24-hour grace period** begins immediately from the time the package is purchased.

A cancellation made within this period will receive a refund less a **£20 Administration Fee**, provided the first package session is not scheduled within 7 days of purchase.

Outside the 24-hour grace period:

31+ days before the first scheduled session: 100% refund less the **£100 Package Administration Fee**
15–30 days: 75% refund less the **£100 Package Administration Fee**
8–14 days: 50% refund less the **£100 Package Administration Fee**
7 days or less: No refund

Any refund due will be returned to the original payment card.

Package Session Rescheduling

Individual package sessions may be moved provided the new date remains within the original 10-week package window.

A maximum of **2 reschedules per package** is permitted. Further permitted moves incur a £50 surcharge.

Package extras should be selected when booking the session. Same-day additions or amendments incur a **£20 Late Amendment Fee**, plus the cost of the extra.

10. Extras & Late Amendments

Clients should select all required extras and add-ons when making their booking.

Any additional extras or amendments requested **on the day of the booking**, including teleprompter hire, additional equipment or other changes, incur a **£20 Late Amendment Fee**, in addition to the cost of the extra.

Guest count changes requested on the day may also be treated as a Late Amendment.

11. Podcast Recording Media & File Transfers

For Podcast Studio bookings, **SSD recording media and standard file transfer are provided as standard**. Clients are not required to provide their own SSD cards.

Raw files are generally sent within **3 working days**, although this timeframe is not guaranteed.

We guarantee raw files will be sent within **10 working days**.

Where a 24-hour Express Transfer service has been purchased, the Express Transfer fee will be refunded if files are not sent within 24 hours following completion of the booking.

Files are retained for **7 working days after being sent** and may then be permanently deleted. Clients are responsible for downloading and securely storing their files.

Mango Studios LDN accepts no liability for technical failures or circumstances outside our reasonable control.

12. Podcast Studio Food & Drink

Clients bringing their own food or drink into the Podcast Studio will be charged a **£20 cleaning fee**.

The studio must be left reasonably clean and tidy. Additional cleaning charges may apply where excessive cleaning is required.

Red wine, turmeric-based food or drink and other items with significant staining properties are prohibited.

13. Studio Conduct & Hygiene

The person making the booking is responsible for the conduct of all guests, crew and staff attending under their booking.

Unauthorised guests may incur a charge of **£15 per person**.

Smoking and vaping are strictly prohibited inside the premises.

Clients and guests must not dismantle, re-patch or tamper with studio equipment. A **£100 restoration fee** may apply.

Mango Studios LDN reserves the right to refuse entry or terminate a booking without refund where a client or guest arrives with **strong or unpleasant body odour, smoke odour or another overpowering scent**.

Aggressive, abusive, disruptive or inappropriate behaviour may result in immediate termination without refund.

14. Studio Damage & Cleaning

Clients are responsible for damage caused by themselves, their guests, staff or crew.

Damage includes stains, marks, breakages, spillages, equipment damage, excessive rubbish and other damage to the premises.

General studio damage charges start from **£100** and may increase depending on severity and repair or replacement costs.

Where the space is not left reasonably clean, an additional **£100 cleaning fee** may apply.

The £20 Podcast Studio food and drink cleaning fee is separate from any excessive cleaning or damage charges.

A professional Schedule of Conditions is available for £30.

15. Photography Studio Hire

Use of the photography backdrop on the floor is included. Excessive damage or soiling to backdrop paper is charged at **£15 per linear metre**.

White backdrop is standard. Coloured backdrop: £30. Chroma Green: £50.

Clients are liable for the replacement cost of damaged photography equipment.

Photography Studio bookings require a minimum **2-hour booking**.

Where a Mango Studios LDN photographer is booked, a separate Photography Services Agreement will apply.

16. Photography Services & Photoshoot Packages

Photography Services Packages include a Mango Studios LDN photographer and the specific services and deliverables displayed within the package purchased.

Current Photography Packages

Bronze Photoshoot | £299
Deposit: £95
Session: 2 hours
Includes 15 digital images, of which 2 are professionally edited/retouched.

Silver Photoshoot | £499
Deposit: £150
Session: 3 hours
Includes 25 digital images, of which 5 are professionally edited/retouched.

Gold Photoshoot | £1,199
Deposit: £350
Session: 4 hours
Includes 60 digital images, of which 12 are professionally edited/retouched, plus one professionally printed and framed 25cm × 25cm photograph.

Any additional package inclusions displayed at the time of purchase also form part of the client's booking.

Additional Images

Additional JPG image: **£39 each**

Additional professionally edited/retouched image: **£59 each**

Photography Services Payment Deadlines

The applicable Photography Package deposit is deducted from the total package price.

Bookings made **7 days or more before the photoshoot** must be paid in full at least 7 days before the scheduled start time.

If this deadline is missed, a **£40 Late Payment Fee** will be added.

Short-Notice Bookings: Bookings made less than 7 days but at least 48 hours before the photoshoot must be paid in full within **2 hours of approval**.

If the 2-hour deadline is missed, a £40 Late Payment Fee will be added. The booking must still be paid in full at least **48 hours before the scheduled start time**.

If it remains unpaid at that point, the booking will be cancelled and the entire Photography Package deposit forfeited.

Last-Minute Bookings: Bookings made less than 48 hours before the photoshoot must be paid in full within **1 hour of approval**.

If the 1-hour deadline is missed, the booking will be cancelled and the entire Photography Package deposit forfeited.

The £40 Late Payment Fee does not extend a final payment deadline.

Photography Session Time & Overtime

Package time includes preparation, setup, outfit changes and the photoshoot.

Late arrival does not extend the session.

If a Photography Services session runs more than 10 minutes beyond the scheduled finish time, an overtime rate of £100 per hour applies.

Once the 10-minute tolerance is exceeded, any part of an additional hour may be charged as a full hour.

Overtime is subject to availability.

Image Library & Selection

Following the photoshoot, the client will receive a digital image library/gallery.

Complete and final image selections must be submitted within **7 days**.

Once final selections have been submitted, they cannot normally be changed.

Additional Images & Editing

Clients have a further **7 days after submitting their final selections** to purchase additional JPG images or professionally edited/retouched images.

Additional JPG: **£39 each**

Additional professionally edited/retouched image: **£59 each**

All additional images and editing must be paid for before processing.

Photography Delivery

Selected JPG images: **within 7 days of final selection**

Professionally edited/retouched images: **within 10 days of final selection**

Final digital images remain available for download for **14 days** after delivery.

Framed Photographs

The Gold Package includes one professionally printed and framed 25cm × 25cm photograph.

Additional professionally printed photographs start from **£75 each**, depending on size, print type and frame/canvas selected.

Framed photographs will normally be ready within **21 days of the photoshoot**, subject to selections being submitted on time.

Collection from Mango Studios LDN is included.

Postage, packaging and delivery are charged separately.

Photography Services Cancellation

The following Administration Fee applies to cancellations of Photography Services Packages:

Bronze: £40
Silver: £70
Gold: £120

Outside the applicable 24-hour grace period:

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

Cancellation notice is calculated from the scheduled start time of the photoshoot.

Any refund due will be returned to the original payment card.

Photography Services Rescheduling

31+ days' notice: FREE
8–30 days' notice: £30
5–7 days' notice: £50
4 days or less: Rescheduling is not permitted and will be treated as a cancellation.

Where rescheduling is not permitted, the Photography Services cancellation terms above apply.

All rescheduled dates are subject to availability.

17. White Room Hire

The £39 paid when submitting a White Room booking request becomes the refundable Security **Deposit** once approved, subject to these Terms.

The remaining White Room fee must be paid within 24 hours of approval.

For bookings made 24 hours or more in advance, payment must also be received at least **8 hours before the scheduled start time**.

Short-Notice Booking: Less than 24 hours but at least 8 hours before start time. Full payment is required within **1 hour of approval**.

Last-Minute Booking: Less than 8 hours before start time. Full payment is required within **30 minutes of approval**.

A £20 Late Payment Fee applies where an initial or Short-Notice deadline is missed and a later final deadline remains available.

If the applicable final deadline is missed, the booking will be cancelled and the **£39 Security Deposit forfeited**.

For Last-Minute Bookings, failure to pay within 30 minutes results in cancellation and forfeiture of the £39 Security Deposit.

The Security Deposit may otherwise be used against damage, cleaning, overtime or unpaid charges.

Weekday White Room: Minimum 2 hours.

Weekend White Room: Minimum 3 hours.

18. Venue Hire & Security Deposit

Initial £39 Booking Deposit

A **£39 Booking Deposit** is required when submitting a Venue Hire booking request. This holds the requested date while the booking is reviewed.

Commercial filming using our venue as a location incurs an additional £120 Filming Location Fee, in addition to hire fees. Filming in the Podcast Studio is excluded.

If approved, the £39 is **deducted from the total Venue Hire fee**. If Mango Studios LDN declines the booking, the £39 will be refunded.

Last-Minute Bookings: Less Than 7 Days Before the Event

Bookings made **less than 7 days before the event** are classed as **Last-Minute Bookings**.

The **full Venue Hire fee and £210 Security Deposit must be paid within 2 hours of paying the £39 Booking Deposit**.

If full payment is not received within 2 hours, the booking will be cancelled and the **£39 Booking Deposit forfeited**.

Short-Notice Bookings: 14 Days or Less Before the Event

Bookings made **14 days or less before the event** are classed as **Short-Notice Bookings**, unless they fall within the Last-Minute period above.

The **full Venue Hire fee and £210 Security Deposit must be paid within 24 hours of approval**.

If full payment is not received within 24 hours, the booking will be cancelled and the **£39 Booking Deposit forfeited**.

Bookings Made More Than 14 Days but Less Than 3 Months in Advance

The **£210 refundable Security Deposit must be paid within 24 hours of approval**.

If the Security Deposit is not paid within 24 hours, a **£40 Late Payment Fee** will be added.

If the **Security Deposit and Late Payment Fee are not paid within 48 hours of approval**, the booking will be cancelled and the **£39 Booking Deposit forfeited**.

The **full remaining Venue Hire fee must be paid within 7 days of paying the Security Deposit**.

In all cases, the Venue Hire fee must be **paid in full at least 14 days before the event**.

If the final payment deadline is missed, the booking will be cancelled and the **£39 Booking Deposit and £210 Security Deposit forfeited**.

Bookings Made 3 Months or More in Advance

The **£210 refundable Security Deposit and 50% of the remaining Venue Hire fee must be paid within 24 hours of approval**.

If this payment deadline is missed, a **£40 Late Payment Fee** will be added.

If the **£210 Security Deposit, first 50% payment and applicable Late Payment Fee are not paid within 48 hours of approval**, the booking will be cancelled and the **£39 Booking Deposit forfeited**.

The **final 50% of the Venue Hire fee must be paid 1 month after the first 50% payment**.

If the final 50% payment deadline is missed, a **£40 Late Payment Fee** will be added. If payment remains outstanding, the booking may be cancelled in accordance with these Terms.

In all cases, the Venue Hire fee must be **paid in full at least 14 days before the event**. Failure to meet this final deadline will result in cancellation and forfeiture of the **£39 Booking Deposit and £210 Security Deposit**.

Security Deposit Refund

The £210 Security Deposit is separate from the Venue Hire fee and is held against **damage, cleaning, overtime, unpaid fees and other applicable charges**.

Subject to any deductions or forfeiture under these Terms, the remaining Security Deposit will normally be refunded to the original payment method within **10 working days after the event**.

Venue Hire requires a minimum **3-hour booking**.

19. Venue Hire Rescheduling & Cancellation

Rescheduling

45+ days: FREE
31–44 days: £50
8–30 days: £70
7 days or less: Not permitted and treated as cancellation

Cancellation

More than 45 days: 100% refund less applicable Administration Fee
31–44 days: 75% refund less Administration Fee
8–30 days: 50% refund less Administration Fee
7 days or less: No refund

Venue Administration Fees

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

Any refund due will be returned to the original payment card.

20. Venue Hire Conduct, Capacity & Cleaning

Outside food and drink is subject to the applicable BYO fee. Unauthorised food or drink will result in an additional fee of £75 being deducted from security deposit.

Where security is required because of guest numbers, the applicable security requirements and charges must be complied with.

Clients are responsible for ensuring declared guest numbers are accurate.

Venue Hire damage charges start from **£200**.

Applicable cleaning, furniture, security and additional guest charges remain payable.

21. Podcast Consultations

Where Mango Studios LDN offers a complimentary or introductory Podcast Consultation, the appointment is reserved specifically for the client and may involve preparation by our team.

Clients who cannot attend must provide **at least 24 hours' notice** to cancel or reschedule.

If a client fails to attend or cancels or reschedules with less than 24 hours' notice, their complimentary consultation will be forfeited.

If the client subsequently wishes to arrange another consultation, Mango Studios LDN reserves the right to charge a **£200 Consultation Fee**, payable in full before another appointment is confirmed.

Repeated no-shows or late cancellations may result in Mango Studios LDN declining to offer another consultation.

22. Behind-the-Scenes Content, Client Branding & Marketing Consent

By making a booking, entering or using Mango Studios LDN premises or engaging Mango Studios LDN to provide services, the client acknowledges and agrees that **behind-the-scenes photography and video may be captured during their booking**.

The client grants Mango Studios LDN permission to use such behind-the-scenes material for Mango Studios LDN's **website, social media, portfolio, showreels, case studies, advertising, promotional campaigns, presentations and other marketing and branding purposes**.

The client is responsible for **informing all guests, participants, presenters, employees, contractors and other attendees** connected with their booking that behind-the-scenes photography and video may be captured and used for these purposes.

The person making the booking is responsible for ensuring that they have authority to agree to these terms and that any permissions or consents required from their guests or participants have been obtained.

Where children or young people are involved, the client must ensure all appropriate permissions and consents have been obtained before attending the studio.

23. Mango Studios LDN Created Content, Ownership & Marketing Rights

Unless otherwise expressly agreed in writing, **all photography, video, audio, graphics, designs, thumbnails, Social Clips, edits, raw footage, project files and other creative work produced or created by Mango Studios LDN remain the intellectual property of Mango Studios LDN**.

Payment for a service or deliverable does not automatically transfer copyright or ownership unless this has been expressly agreed in writing.

Where the client has paid all applicable fees, Mango Studios LDN grants the client the right to use the agreed final deliverables for the purposes contemplated by the booking, proposal or agreement, subject to any service-specific terms.

Mango Studios LDN retains the right to use work it creates for clients, including **final content, excerpts, stills, clips, behind-the-scenes content and examples of creative work**, for its own portfolio, website, social media, showreels, case studies, presentations, advertising, marketing and promotional purposes.

Where reasonably relevant to demonstrating the project or client relationship, this may include displaying or reproducing the **client's business name, brand name and logo** alongside or within Mango Studios LDN marketing, portfolio or case-study materials.

The client confirms that, where they provide Mango Studios LDN with a logo, brand assets or other materials for use in a project, they have the necessary authority and rights to provide those materials.

Mango Studios LDN's use of a client's name, logo or work for portfolio and marketing purposes does not imply that the client endorses Mango Studios LDN beyond the fact that Mango Studios LDN provided services to or worked with the client.

Any ownership, confidentiality or usage terms expressly agreed in a signed client-specific contract, commissioning agreement or other written agreement will take precedence over this section where they conflict.

24. Editing & Post-Production

For in-house Podcast Video Editing, assets must be provided within 3 working days of the briefing call or booking.

The first minor revision is included if requested within 3 working days of receiving the draft.

Requests made after the applicable revision window may incur a **£40 Late Fee**. Requests made after 10 working days may be treated as a new edit.

Subsequent revisions are charged at **£50–£150 each**, depending on complexity.

A fundamental change to the creative direction, assets or structure is considered a **Re-Edit** and may be charged at the full original editing rate.

A maximum of **5 revisions** applies unless otherwise agreed.

Projects placed on hold or delayed by the client may incur a **£4 per day storage fee** and may be terminated after 45 days without refund.

25. Social Clips

Where Social Clips are purchased as an add-on or standalone post-production service, each clip will generally be **20 - 60 seconds** in length.

Social Clips may include captions, graphics, music and sound effects according to the service purchased and the creative requirements of the content.

Where a **Premium Social Clip** is purchased, this may also include **B-roll**, meaning additional supporting footage or visuals used alongside the main recording.

Unless otherwise agreed, completed Social Clips will be supplied within **7 days of the recording date**, subject to Mango Studios LDN having all information and assets reasonably required.

Revisions are charged at **£20 per revision**.

A maximum of **4 revisions in total per Social Clip** will be undertaken. Once the maximum number of revisions has been reached, the Social Clip will be treated as final.

A substantial change to the original brief, style, structure or creative direction may be treated as a **new edit or re-edit** and charged separately.

Outstanding revision, amendment or other applicable fees must be paid before further work or final delivery.

26. Thumbnail Design

Thumbnail Design is provided according to the quantity and platform selected at the time of purchase.

Each thumbnail is designed for **one social media or content platform**.

Where the same or similar design is required for multiple platforms, each platform is treated as a separate thumbnail because dimensions, sizing and layout requirements may differ.

For example, a YouTube thumbnail and an Instagram thumbnail are treated as **two thumbnails**, even where the visual design is similar.

Unless otherwise agreed, Thumbnail Designs will be supplied within **7 days of the recording date**, subject to Mango Studios LDN having all information, images, branding and assets reasonably required.

One revision is included per thumbnail.

Additional revisions are charged at **£15 per revision**.

A maximum of **4 revisions in total per thumbnail** will be undertaken.

A substantial change to the original creative brief, supplied assets, branding or requested design direction may be treated as new design work rather than a revision.

Outstanding revision, amendment or other applicable fees must be paid before further work or final delivery.

27. Filming & Production Services

Where Mango Studios LDN provides filming services, professional crew and equipment will be supplied according to the package, proposal or agreement purchased.

Clients must provide an appropriate written brief or shot list before filming. Where sufficient direction is not supplied, Mango Studios LDN will use its professional judgement.

While we aim to deliver high-quality creative work, subjective creative expectations cannot be guaranteed.

Unless otherwise expressly agreed in writing, raw footage, project files and original production files remain the property of Mango Studios LDN.

All final deliverables remain the property of Mango Studios LDN until full payment has been received. The ownership and usage provisions in Section 22 also apply.

Filming Rescheduling & Cancellation

45+ days: Free reschedule | 100% refund less Admin Fee
30–45 days: £50 reschedule | 75% refund less Admin Fee
7–30 days: £70 reschedule | 50% refund less Admin Fee
Less than 7 days: No rescheduling or refund

Filming Administration Fees

Up to £799: **£100**
£800–£1,499: **£150**
£1,500+: **£250**

Any refund due will be returned to the original payment card.

28. Rights, Permissions & Content Responsibility

Clients are responsible for obtaining all necessary permissions, releases, licences and rights for people, music, brands, locations and other material appearing in their content.

Clients warrant that they have the necessary rights and permissions for any logos, trademarks, photographs, music, graphics, footage or other materials supplied to Mango Studios LDN.

Clients warrant that their content does not contain illegal, defamatory, hateful or otherwise unlawful material.

No illegal, pornographic, defamatory or discriminatory material may be filmed or displayed on our premises.

Mango Studios LDN provides facilities and technical or production services and does not endorse views expressed by clients or their guests.

Clients agree to indemnify Mango Studios LDN against claims, costs or losses arising from their failure to obtain necessary permissions or from unlawful content.

29. Client Property & Equipment

Clients remain responsible for personal belongings, props and equipment brought onto the premises.

Mango Studios LDN accepts no liability for loss, theft or damage to client property except where liability cannot legally be excluded.

Damage to Mango Studios LDN property or equipment will be charged at the applicable repair or replacement cost.

30. Health, Safety & Security

All clients and guests must sign in and out using our digital sign-in system.

CCTV operates in communal areas and studio spaces for security, safety and evidential purposes.

Guests under 16 require **at least 72 hours' written notice for approval** and must be supervised at all times by a responsible adult aged 18 or over.

Mango Studios LDN staff are not responsible for supervising children.

Pets are not permitted within the studio or venue.

Clients must comply with all reasonable health, safety, fire and security instructions provided by Mango Studios LDN staff.

31. Studio Viewings & Deposits

A **£20 Viewing Deposit** must be paid in advance to schedule a studio tour or site visit.

If you fail to attend or arrive more than 20 minutes late, the viewing may be cancelled and the deposit forfeited.

If you choose not to proceed with a booking after the viewing, the Viewing Deposit is non-refundable.

The £20 deposit may be credited towards a subsequent booking where that booking is confirmed within one month of the viewing.

If a booking is not made within one month, the credit expires.

32. Non-Solicitation

Clients may not directly hire, engage or solicit Mango Studios LDN staff or freelancers privately for **12 months following a booking**, unless written permission is provided by Mango Studios LDN.

33. Intellectual Property & Payment

The intellectual property and marketing provisions in Section 22 apply to all work created by Mango Studios LDN unless expressly varied by a written client-specific agreement.

Any licence or usage rights granted to a client only take effect once **all outstanding invoices and fees have been paid in full**.

Until full payment is received, the client may not publish, commercially exploit, distribute or otherwise use unpaid final deliverables unless Mango Studios LDN expressly agrees otherwise in writing.

Any service-specific intellectual property provisions contained within a signed agreement, proposal or commissioning contract will take precedence where applicable.

34. Circumstances Beyond Our Control

Mango Studios LDN is not responsible for delays, technical failures, power cuts or circumstances outside our reasonable control.

Nothing in these Terms excludes liability that cannot lawfully be excluded.

35. Changes to These Terms

Mango Studios LDN reserves the right to update these Terms & Conditions from time to time.

The version of the Terms **in effect at the time your booking is made** will apply to that booking.

36. Monthly Content Services & Videography Packages

Monthly Content Services and Videography Packages are recurring content production services agreed directly with Mango Studios LDN and are subject to a separate signed **Monthly Content Services Agreement**.

The selected package, monthly fee, filming hours, filming days, number and type of deliverables, production setup, revisions and any additional creative, branding, distribution or outreach services will be specified in the Client's Agreement.

Podcast Subscription Free Trials

Mango Studios LDN may offer new customers a 7 day free trial of its monthly podcast subscriptions.

The trial includes up to 1 hour of podcast recording using the production setup included in the selected subscription and 1 professionally edited social media clip. All standard booking terms and applicable additional charges, including weekend, evening and overtime charges, continue to apply.

The trial session must be booked within 7 days of sign up and attended within 14 days. The 14 day recording window does not extend the 7 day cancellation period.

Customers may cancel the free trial by emailing space@mangostudiosldn.com before the end of the 7 day trial. If not cancelled within this period, the subscription will automatically convert to the selected paid monthly subscription and a minimum commitment of 3 paid months will begin.

Following the minimum commitment, the subscription will continue monthly until cancelled in accordance with our standard cancellation terms. All cancellation requests must be made in writing by emailing space@mangostudiosldn.com.

Failure to book or attend the trial session does not constitute cancellation. Full free trial terms are set out in the Mango Studios LDN Podcast Subscription Policy.

First Video Money Back Guarantee

Mango Studios LDN offers a First Video Money Back Guarantee to new clients purchasing an eligible Monthly Videography Content Package. The guarantee applies to Mango Professional, Mango Crew, Mango Partner and Mango Elite. Mango Essential and Monthly Podcast Subscriptions are excluded.

If the client is not satisfied with their first edited video, they must notify Mango Studios LDN in writing at space@mangostudiosldn.com within 5 calendar days of receiving the first edit.

Where the guarantee is validly exercised, Mango Studios LDN will retain the applicable First Production Value and refund the remaining balance of the client's first monthly payment. The client will then be

released from the remainder of the 3 month minimum commitment and no further monthly subscription payments will be due.

The applicable First Production Values, inclusive of VAT, are:

Mango Professional: £650
Mango Crew: £950
Mango Partner: £1,250
Mango Elite: £1,650

Any refund due under the guarantee will be paid within 14 days of Mango Studios LDN receiving the client's correct bank details.

The guarantee applies to the first filming production and first edited video only. It ends if the client approves the first video, proceeds with further filming or uses further services or deliverables included within the package after receiving the first edit.

Additional charges and third-party costs are excluded from the guarantee and remain payable.

Full terms of the guarantee are set out in the applicable Mango Studios LDN Monthly Videography Content Packages Agreement.

Minimum Term, Payment & Cancellation

Unless otherwise stated in the Client's Agreement, Monthly Content Services are subject to an initial **3-month minimum commitment**, billed monthly in advance.

Following the initial term, services will continue on a monthly rolling basis. Clients may give notice to cancel at any time. Where notice is provided during the initial term, cancellation will take effect no earlier than the end of that term. Thereafter, **30 days' written notice** is required. Cancellation requests must be sent to **space@mangostudiosldn.com**.

All payments falling due during the minimum term remain payable, subject to applicable law.

Monthly Allowances

Filming hours, filming days, videos, social clips, thumbnails, meetings and other included services are limited to the allowances specified within the Client's Agreement.

Unless otherwise agreed in writing, unused monthly allowances **do not roll over, accumulate or carry forward** and have no cash or credit value.

Additional filming, production days, deliverables, revisions or services outside the agreed package will be charged separately.

Client Responsibilities & Delays

The Client must provide all information, access, locations, participants, products, branding, approvals, feedback and other materials reasonably required to provide the Services.

Client-caused delays do not extend the monthly service period or create an entitlement to rollover, additional services, refund or credit.

Editing & Revisions

Unless otherwise stated in the Client's Agreement, **one revision round per video is included**. Substantial restructuring, changes in creative direction, alternative versions or work outside the agreed scope may incur additional charges.

Creative, Branding, Distribution & Outreach Services

Creative development, branding, distribution, sponsor outreach, guest outreach and partnership development are included only where expressly stated within the selected package or Agreement.

Where outreach is included, Mango Studios LDN does not guarantee responses, guest participation, sponsorship, partnerships or revenue.

Where distribution or content production is included, Mango Studios LDN does not guarantee views, reach, engagement, followers, leads, sales or other performance outcomes.

Payment Default

If a monthly payment is not received when due, Mango Studios LDN may suspend filming, editing, delivery, meetings, distribution, outreach and other Services until payment has been received.

Any applicable late payment, termination and debt recovery provisions within these Master Terms & Conditions and the Client's Agreement will apply.

Scope & Variations

The signed Monthly Content Services Agreement defines the agreed scope of Services. Statements or discussions during sales calls or meetings do not vary that scope unless subsequently agreed by Mango Studios LDN in writing.

Any material change or addition to the agreed scope may require a written variation and additional fees.

Relationship with these Terms

The signed Monthly Content Services Agreement, these Master Terms & Conditions and any agreed Scope of Work or proposal together form the agreement between Mango Studios LDN and the Client.

Where there is a direct conflict concerning Monthly Content Services, the **signed Monthly Content Services Agreement will take precedence** over these Master Terms & Conditions.

37. Acknowledgement & Agreement

By submitting a booking request, paying the £39 deposit or any other amount, issuing a Purchase Order, signing an agreement or instructing Mango Studios LDN to proceed, you confirm that you have **read, understood and agree to be bound by these Master Terms & Conditions** and any applicable service-specific terms, quote, invoice, agreement or briefing form.

The person making the booking confirms that they are authorised to make the booking and accept these Terms on behalf of the client where applicable.

The client is responsible for ensuring that **their guests, participants, employees, contractors and other attendees are made aware of any terms relevant to their attendance**, including Mango Studios LDN's behind-the-scenes photography, filming and marketing provisions.

These Terms apply to all Mango Studios LDN services unless otherwise agreed in writing.

Mango Studios London Ltd T/A Mango Studios LDN
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space@mangostudiosldn.com

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