



Venue Hire, Podcast Studio Hire & Video Editing Terms & Conditions

Upon Booking the Podcast Studio at Mango Studios LDN, you agree to the following terms and conditions.

Terms such as 'We' and 'Our' and 'Mango Studios LDN' means 'Mango Studios London Ltd' and terms such as 'You' and 'Your' 'You or Your company or organisation' refers to the individual/organisation who hired the podcast studio and signed this agreement. 'Venue' or 'Space' or 'Area' refers to Mango Studios LDN, Tower House, 139 Fonthill Road, London, N4 3HF.

Packages

If you buy a Podcast Studio Package. You have 10 weeks from the date of purchase to book in and attend all of your hours. You can book all of your sessions on the same day or spread it over the 10 weeks if that is your preference. Your package is only valid for the hours that you have chosen. E.g if you book a weekday package, you can only book sessions Monday - Friday between 9am - 5pm. If you miss one of your scheduled sessions then you will not be refunded or credited back that session. You must attend each booked session within the 10 weeks that your package is valid for. The booking rules below apply for each session.

Packages Cancellations & Rescheduling

You have 24 hours to change your mind. If you want to cancel your package within 24 hours of making your purchase, you shall be entitled to a full refund minus a £35 administration fee.

If you cancel your purchase **more than 24 hours after making your purchase** you shall be charged a fee of 30% of your total package fee plus a £35 administration fee.

If you cancel your purchase **less than 7 days before your first scheduled session** you shall not be due any refund.

You can reschedule a session once free of charge as long as you provide us at least 14 days notice ahead of your scheduled booking.

If you reschedule a session **less than 14 days** before your scheduled booking then you shall be charged a fee of £20.

If you reschedule a session **less than 7 days** before your scheduled booking then you shall be charged a fee of £30.

If you reschedule your **more than 3 sessions** we shall charge you an additional fee of £50 and we reserve the right to cancel your session and you shall not be due any refund.

All rescheduled sessions must take place within 10 weeks of your package purchase date.

Package Bookings

To book sessions you must request to book through the website, the same way that you would book a regular session. Select package booking and you shall not be charged for your booking slot. Alternatively you can request to book in writing by emailing the date, time and

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details to space@mangostudiosldn.com but priority is given to bookings made directly on the website if bookings come in at the same time.

Packages Extras

If you choose to purchase any extras for any of your sessions, E.g If you want to pay for a teleprompter for 1 session, you will need to pay the £30 per hour extra upon receipt of your invoice or at least 7 days before your scheduled session, whichever is sooner. You will have to make the additional payment at least 7 days before your session. If you do not pay for any extras less than 7 days before your scheduled session you will be charged our Late Amendment Fee of £15.

Bookings

We charge on an hourly rate basis. We do not charge per half hour or minute, you will be charged for the full hour. Your booking time starts from the time you booked from, not the time you arrive. If you arrive late then you will lose part of your booking time. If you arrive more than 20 minutes late for your booking we reserve the right to cancel your booking and refuse you entry into the premises and you shall not be due any refund. If you arrive more than 20 minutes early for your booking we reserve the right to refuse you entry into the premises until 10 minutes before your scheduled booking time.

It takes roughly 5 - 15 minutes for the Podcast Studio Manager to set up and test the AV equipment before recording your podcast. If you want different seating or microphone positions for your recording, this can take up even more of your booking time so please be mindful of this when booking. You do not get extra time to arrive before or after your booking to set up or pack up. You must factor into your booking, your set-up time and pack up time.

Invoices

For same day bookings (bookings that take place on the same day that you receive your invoice) Invoices must be paid within 4 hours.

Otherwise you will be charged an additional late payment fee of £15 + VAT.

For all other bookings, invoices must be paid within 12 hours of receiving your invoice.

Otherwise you will be charged an additional late payment fee of £15 + VAT.

All invoices that are not paid for within these designated hours shall incur a late payment fee of £15 + VAT.

Bookings Are Not Confirmed Until Payment Has Been Received

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Podcast Studio Cancellations & Rescheduling

A confirmed booking is once you pay for your booking. If you cancel your booking within 24 hours of making your booking, you shall be entitled to a full refund minus a £15 administration fee.

If you cancel your booking **more than 14 days** before your scheduled booking you shall be charged a fee of 15% of your total booking fee plus a £15 administration fee.

If you cancel your booking **less than 14 days** before your scheduled booking you shall be charged a fee of 25% of your total booking fee plus a £15 administration fee.

If you cancel your booking **less than 7 days** before your scheduled booking you shall not be due any refund.

You can reschedule your booking once free of charge as long as you provide us at least 14 days notice ahead of your scheduled booking.

If you reschedule your booking **less than 14 days** before your scheduled booking then you shall be charged a fee of 15% of your total booking fee.

If you reschedule your booking **less than 7 days** before your scheduled booking then you shall be charged a fee of 20% of your total booking fee and reserve the right to cancel your booking and you shall not be due any refund.

If you reschedule your booking **more than twice** we shall charge you an additional fee of £50 and we reserve the right to cancel your booking and you shall not be due any refund.

All rescheduled bookings must take place within 1 month of the original podcast studio booking date.

Late Amendments Fee

If you make any changes (e.g SSD Card hire or change to extra cameras etc) to your booking less than 24 hours before your scheduled session, you shall be charged a Late Amendments Fee of £15 + VAT.

This fee is also payable for any changes made less than 7 days ahead of a package booking session which is booked as part of a package.

This must be paid before your session can take place.

Podcast Studio Overtime

If your podcast recording goes more than 10 minutes over your allotted booking time, you will be charged £100 per hour on weekday sessions or £130 per hour on weekday sessions after 5pm and weekend sessions.

General Conduct Policy

You are not allowed to sell any alcohol to your guests, if you do try to sell alcohol to your guests you shall be charged £300 and your podcast recording will be terminated immediately.

You are not allowed to tamper with or remove any fixtures in the building, you cannot paint any walls, doors or furniture.

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Mango Studios LDN is generally a place for adults aged 16 and over. If you wish to invite a guest who is under the age of 16, this must be requested in writing to space@mangostudiosldn.com at least 72 hours before your scheduled event. Mango Studios LDN reserves the right to refuse access to minors at any time without explanation.

We do not tolerate any drunkenness, violence, loud, obscene, sexual or crass behaviour. Unacceptable behaviour could result in you being escorted off the premises and potentially having your podcast recording terminated with no refund.

Mango Studios LDN reserves the right to immediately terminate your podcast recording with no refund, if we believe that you have purposely misled us or given us wrong information about the nature or details of your podcast recording booking. Every area of Mango Studios LDN is subject to our damage policy.

You understand that no red wine or food or drink that contains Turmeric or any other staining properties is permitted into the podcast studio room and if there is any stain on the furniture as a result of your booking then you will be subject to the Damage Policy.

You understand that to maintain a clean and professional environment for all guests, we reserve the right to cancel or refuse entry to any booking if a client arrives with strong body odour, the smell of smoke, or any other overpowering scent. In such cases, no refund will be issued.

You understand that you are responsible for any items and equipment that you bring into our venue and Mango Studios LDN is not liable for any damage or loss to your items or equipment.

You understand and accept that Mango Studios LDN reserves the right to capture any photographs and video of your booking and you consent to any images or videos we obtain to be shared on our website, social media or marketing materials. In the event that you wish to request for a full face image to be removed you can request to do so in writing to space@mangostudiosldn.com.

You understand that the podcast studio shall be thoroughly checked straight before your booking and straight after your booking to ensure that you have maintained the space and caused no damage. Mango Studios LDN offers you the opportunity to take a schedule of conditions which is photographs and videos of the podcast studio condition before your booking for your added security at an extra fee of £30.

Damage Policy

Please note that our damage policy means that you will be charged for any damage to any of the property, equipment or furniture in the venue that occurs as a result of your usage. Damage is defined by any stains, marks, brokenness, malfunction, spillage, defamation, bad smells, rubbish as a result of your usage. This includes any guests or staff you have at your event, if they damage any item, furniture or equipment, you shall be liable to pay for the

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damage that they have caused. The damage fee is a minimum of £100 and could go up considerably depending on the level of damage.

Insurance

Mango Studios London Ltd cannot be held liable for any loss or damage to you, your visitors, your organisation or any equipment, valuables or props etc. You will be liable to pay for all damages and you must ensure that you have adequate Public and Employers Liability Insurance to cover yourselves, your visitors and staff in the event of an accident.

Cleaning

When your podcast studio recording is finished you must leave the venue reasonably clean. This means no rubbish on the floors or surfaces, all rubbish must be in bins or bin bags. Any wet spills must be wiped up. If the venue is not left reasonably clean then you may incur a cleaning fee of £100.

Audio & Video Recording

Whilst we do our best to record a good quality podcast, we make no guarantee that the audio and video recording will be flawless or perfect. If you have used our SSD Card or Hard Drive, we aim to send you the raw files of your recording within 3 days after your booking but this might be delayed due to unforeseen circumstances, we can only offer guarantee that you will receive the raw files of your recording within 14 days of your booking. We hold onto your files for a maximum of 7 days after the date we send you the raw files, after which we destroy the files.

Video Editing

Whilst we do our best to edit high quality short form video content, we make no guarantee that the audio and video recording will be flawless or perfect. If you have paid for service of video editing, this will need to be paid for upfront before the editing takes place. We aim to have a call with you within 3 days of your online booking request form being received. If you are not responsive and do not confirm a call with us within 7 days of your online enquiry being sent, we shall edit your video based on the details you have given us in your booking form or over the phone. You must send us all the footage that you want us to edit ASAP following the request we make for you to send us your raw files. Once we have received your files we aim to send you the edited video within 3 - 5 days of confirming your brief. Once we have sent you the first version of your video, If you want any changes made to your edited video, you are allowed up to 1 change free of charge. You have up to 3 days to tell us of any changes that you want us to make to your first draft of your video. If you do not tell us within 3 days, we shall charge you a fee of £40 for the first change. If you want any further changes made after that, we charge £40 - £150 per change depending on the video. You are allowed a maximum of 6 changes including your first free change. Additional video edits may delay your final edited video being sent to you. Once we have made 6 changes then you will be sent the final edit of your video. We hold onto your files for a maximum of 7 days after the

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date we send you the final edited video, after which we destroy the files. Once you have received the second version of your video.

Consent

By booking Mango Studios LDN Services, you consent to your image or video content being used as part of our portfolio. We own the rights to any videos and photos captured or edited by us. If you want us to withhold any personal names, you are free to request this in writing to space@mangostudiosldn.com

Refunds

Any refunds from Mango Studios LDN may take up to 30 days for funds to be returned to your nominated account. If you do not supply us with your bank account details to process your refund within 14 days of our request. You shall no longer be entitled to your refund.

Health and Safety

You have reported to us any health problems that you feel we should be aware of. You have signed in upon arrival into our sign in book with your details and your guests. We accept no liability for any health issues, death or sickness that occurs in Mango Studios LDN.

Unforeseen Podcast Studio Issues

If there is any issue with the podcast studio at the time of your recording which requires us to evacuate or if there is a power outage or act of God which means we are unable to carry out your booking. You will be entitled to reschedule your Podcast Studio booking, free of charge. You will have 3 months from the date of your original booking to rebook.

Any offers of a refund or discount that we make to you is only valid for 1 month from the date we make the offer. If you do not accept or respond to any offer we make within 1 month then the offer shall expire and we will not make any other offers.

Venue Hire Bookings

Your venue hire booking can only be confirmed by paying the venue hire fees, security deposit of £160 into the Mango Studios London Ltd Bank Account and acceptance of this agreement. Your booking date will not be held until you have paid your deposit.

Your booking invoice must be paid for in full on the date specified on your invoice. If your event is not paid for in full at least 21 days prior to your scheduled event date then you risk your event being cancelled and you will be charged our late payment fee of £75. If you have still not paid your invoice in full at least 14 days prior to your scheduled event date, we reserve the right to cancel your event and you will lose your entire deposit.

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We charge on an hourly rate basis. We do not charge per half hour or minute, you will be charged for the full hour. Your booking time starts from the time you booked from, not the time you arrive. If you arrive late then you will lose part of your booking time. You do not get extra time to arrive before your booking and set up. You must factor into your booking, your set-up time and pack up time.

Venue Hire General Conduct Policy

You are not allowed to bring in any food or drinks without paying the £40 per day cleaning fee. If you do bring in your own food and drink without paying the cleaning fee you shall be charged £100 and your event may be terminated.

You are not allowed to sell any alcohol to your guests, if you do try to sell alcohol to your guests you shall be charged £500 and your event will be terminated immediately. You are not allowed to tamper with or remove any fixtures in the building, you cannot paint any walls, doors or furniture.

Mango Studios LDN is generally a place for adults aged 16 and over. If you wish to invite a guest who is under the age of 16, this must be requested in writing to

space@mangostudiosldn.com at least 72 hours before your scheduled event. Mango Studios LDN reserves the right to refuse access to minors at any time without explanation.

We do not tolerate any drunkenness, violence, loud, obscene, sexual or crass behaviour.

We do not allow guests with strong odours of smoke or body odour into our space. We may refuse entry of guests who have strong body odour or smells of smoke. Unacceptable behaviour could result in you being escorted off the premises and potentially having your event terminated with no refund.

Capacity

If your booking has specified it is for under 50 guests and we have not booked adequate security to accommodate more than 50 guests, if your guest count goes over 50, we shall no longer admit guests into the premises and we reserve the right to terminate your event immediately with no refund.

You shall also lose your entire deposit for misleading us about how many people will be in attendance at your event.

Mango Studios LDN reserves the right to immediately terminate your event with no refund, if we believe that you have purposely misled us or given us wrong information about the nature or details of your event.

Every area of Mango Studios LDN is subject to our damage policy.

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You understand that no red wine or food or drink that contains Turmeric or any other staining properties is permitted into the meeting room and if there is any stain on the furniture as a result of your booking then you will be subject to the Damage Policy.

You understand that you are responsible for any items and equipment that you bring into our venue and Mango Studios LDN is not liable for any damage or loss to your items or equipment.

You understand and accept that Mango Studios LDN reserves the right to capture any photographs and video of your event and you consent to any images or videos we obtain to be shared on our website, social media or marketing materials. In the event that you wish to request for a full face image to be removed you can request to do so in writing to space@mangostudiosldn.com.

You understand that the venue shall be thoroughly checked straight before your event and straight after your event to ensure that you have maintained the space and caused no damage. Mango Studios LDN offers you the opportunity to take a schedule of conditions which is photographs and videos of the venue condition for your added security at an extra fee of £30.

Furniture

If you require any extra furniture on the day of the event, our standard fees of £2 per extra chair and £5 per extra table shall apply.

Venue Hire Damage Policy

Please note that our damage policy means that you will be charged for any damage to any of the property in the venue that occurs as a result of your usage. Damage is defined by any stains, marks, brokenness, malfunction, spillage, defamation, bad smells, rubbish as a result of your usage. This includes any guests or staff you have at your event, if they damage any item, furniture or equipment, you shall be liable to pay for the damage that they have caused. The damage fee is a minimum of £200 and could go up considerably depending on the level of damage.

Venue Hire Cancellation Policy

Please note our cancellation policy for venue hire means that you have 24 hours to cancel your booking after receiving your confirmation email and receive a full refund minus an administration fee of £40.

You must inform us in writing by email to space@mangostudiosldn.com

If you wish to cancel your booking more than 24 hours after receiving your confirmation email for making this booking, you will be charged a £100 cancellation fee.

If you cancel your booking less than 14 days of the scheduled event time that you booked for, then you will not be refunded any of your deposit or monies paid.

For catering and drinks order bookings you have 24 hours to cancel your order and receive a full refund minus a £40 administration fee. If you wish to cancel your order more than 24

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hours after making your order you will be charged a cancellation fee of 50% of your order. If you wish to cancel your order less than 7 days from the scheduled event then you will not be refunded any of your catering and drinks order fee.

Venue Hire Reschedule Policy

Please note that you are able to reschedule your booking free of charge as long as you inform us in writing more than 28 days before your scheduled event.

If you wish to reschedule less than 28 days before then you will be charged a reschedule fee of £75.

If you reschedule your booking more than once then you will be charged the reschedule fee of £75 on each occasion you reschedule.

You must inform us in writing by email to space@mangostudiosldn.com If you reschedule more than 3 times then your event may be cancelled you shall lose your entire booking fee.

Insurance

Mango Studios London Ltd cannot be held liable for any loss or damage to you, your visitors, your organisation or any equipment, valuables or props etc. You will be liable to pay for all damages and you must ensure that you have adequate Public and Employers Liability Insurance to cover yourselves, your visitors and staff in the event of an accident.

Catering

All catering and drinks orders must be confirmed at least 14 days before the scheduled event. To confirm a catering and drinks order the form must be filled in and sent back via email and payment must be made in full. Mango Studios LDN do not provide refunds on ordered foods in the event that your guests do not turn up or eat the food. Mango Studios London Ltd clearly states on the catering and drinks order form the allergens contained in our food and we cannot be held liable for any allergic reactions.

Venue Hire Overtime

If your event goes more than 10 minutes over your allotted booking time, you will be charged £110 per hour on weekday events or £150 per hour on weekday evenings (5pm onwards) or weekend events.

Venue Hire Cleaning

When your event is finished you must leave the venue reasonably clean. This means no rubbish on the floors or surfaces, all rubbish must be in bins or bin bags. Any wet spills must be wiped up. If the venue is not left reasonably clean then you may incur an additional cleaning fee of £100.

Venue Hire Security

For events with over 50 guests, you are required to book security through the security

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guards we provide. For 50-70 guests we require at least 2 security guards for the duration of your event, the fee for this is £40 per hour.

For 71 - 100 guests we require you to have at least 3 security guards for the duration of your event, the fee for this is £70 per hour.

If you have not booked security, once your guest capacity reaches 50 people, no more of your guests shall be permitted entry. We shall also charge you a fee of £100 for loitering and nuisance. If you request us to call in emergency security guards on the day of your event, we shall charge you a fee of £175 plus the security guards fees as stated above.

Venue Hire Deposit

Once you have paid your deposit to secure your booking, your deposit is held for our security in the event of any damage, overtime, cancellation, cleaning or any other issues that may occur.

For recurring sessions either daily, weekly or monthly. Your deposit shall be returned after your final session has been completed.

Your deposit shall either go towards any additional costs you incur as a result of ordering extra services or items e.g security guards or if there is no outstanding monies owed to Mango Studios London Ltd then your remaining deposit shall be refunded to you in full within 10 working days after your event.

If you do not confirm your bank details for us to repay your deposit within 14 days of us requesting your account information, you shall not be due back any deposit.

If any fees including rescheduling fees or payments required for any extras that you order ahead of your booking are not paid in advance of your booking, we reserve the right to cancel your booking, refuse you entry into the premises and we shall not refund any payments that you have made to Mango Studios LDN.

All fees mentioned above are subject to VAT.

I have read and understood the terms and conditions of my booking at Mango Studios LDN as well as the terms in any other documents that I have received from Mango Studios LDN. I agree to adhere to all the terms and conditions as laid out in this document and on the website.

Any payment of fees that you send to Mango Studios LDN is your acceptance as your agreement to these terms and conditions

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