

Mango Studios LDN Master Terms & Conditions

Upon booking or engaging Mango Studios LDN for any services either directly or through the website www.mangostudiosldn.com, 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', 'Your company/organisation' or 'The client' refers to the individual/organisation/company who booked or engaged Mango Studios LDN services. 'Venue' or 'Space' or 'Area' refers to Mango Studios LDN, Tower House, 139 Fonthill Road, London, N4 3HF.

Payments

- **Same-Day or Next-Day Bookings:** Payment must be received within **2 hours** of the invoice being sent.
- **All Other Bookings:** Payment must be received within **24 hours** of the invoice being sent.
- **Late Payment Fee:** If payment is not received within these timeframes, a **£15 Late Payment Fee** will be added to the invoice and your slot may be released to other clients.

Timing, Arrivals & Late Policy

- **Hourly Billing:** We charge on an hourly rate basis. We do not charge per half-hour or minute; any part-hour used is billed as a full hour.
- **Booking Start Time:** Your time starts from the moment you booked, not the time you arrive. Late arrivals will result in lost booking time.
- **The 20-Minute Rule:** If you arrive more than **20 minutes late**, we reserve the right to cancel your booking and refuse entry. No refund will be issued.
- **Early Arrival:** If you arrive more than 20 minutes early, we reserve the right to refuse entry until **10 minutes before** your scheduled time.
- **Setup & Pack-down:** You do not get extra time before or after your booking. You **must** factor setup and pack-down into your booked hours.
- **Technical Prep:** It takes 5–15 minutes for the Manager to test AV equipment. Custom seating or microphone positions will take additional time from your booking.

Cancellation & Rescheduling Policy

1. Booking Approval & Payment Terms

Once a booking request is approved, payment must be made in full to secure the slot.

Weekend podcast studio bookings require a minimum session of 2 hours.

Mango Studios London Ltd T/A Mango Studios LDN Tower House, 139 Fonthill Road, London, N4 3HF

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2. The 24-Hour Grace Period

We offer a **24-hour Grace Period** from the moment of booking/purchase for accidental bookings or immediate changes.

- **Refund:** Cancellations made within 24 hours receive a refund minus a **£20 Processing Fee**.
- **Exclusion:** This does not apply if the booking (or first session of a package) starts within 7 days.

3. Rescheduling Policy

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

- **45+ Days Notice:** Free.
- **31 to 44 Days Notice:** £20 Fee.
- **8 to 30 Days Notice:** £30 Fee.
- **5 to 7 Days Notice:** £50 Fee.
- **4 Days Notice or Less:** No rescheduling permitted (Treated as a cancellation).

4. Cancellation Policy

Refunds apply to the hire fee based on notice given:

- **45+ Days Notice:** 100% Refund, minus Administration Fee.
- **31 to 44 Days Notice:** 75% Refund, minus Administration Fee.
- **8 to 30 Days Notice:** 50% Refund, minus Administration Fee.
- **7 Days Notice or Less:** No Refund.

Administration Fees (Deducted from Refunds):

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

Overtime & Out of Hours Policy

Additional Out of Hours Fee of £40 per hour applies to bookings outside: 9am–8pm (Podcast/Photography Studio) or 9am–10pm (Venue Hire/Meeting Room).

Overtime Rates

Podcast Studio:

- Bronze Package (1 Camera) £85 per hour
- Silver Package (2 Cameras) £125 per hour
- Gold Package (3 Cameras) £155 per hour

Live Stream: £260 per hour

Photography Studio: £95 per hour

Meeting Room: £70 per hour (9am - 5pm) / £90 per hour (6pm - 10pm)

Venue Hire: £115 per hour (9am - 5pm) / £145 per hour (6pm - 10pm)

Podcast Studio Packages

- **Validity & Expiry:** All package hours must be booked and attended within **10 weeks** of the purchase date. Any hours not used within this 10-week window are forfeited and will not be refunded or credited.
- **Booking:** All sessions must be requested at least **7 days in advance**. Slots are first-come, first-served. Weekend podcast studio bookings require a minimum session of 2 hours.

Package Cancellations (Full Purchase):

- **Within 24 Hours of Purchase:** Refund minus a **£20 Processing Fee** (provided the first session is not within 7 days).
- **Outside 24 Hours:** Refunds follow the standard tiers based on the notice given before your **first scheduled session:**
 - **45+ Days Notice:** 100% Refund, minus the **£100 Package Admin Fee**.
 - **31 to 44 Days Notice:** 75% Refund, minus the **£100 Package Admin Fee**.
 - **15 to 30 Days Notice:** 50% Refund, minus the **£100 Package Admin Fee**.
 - **8 to 14 Days Notice:** 25% Refund, minus the **£100 Package Admin Fee**.
 - **7 Days Notice or Less:** No refund is due.
- **Rescheduling Individual Package Sessions:**

You can move individual sessions, provided the new date remains within your **10-week** package window:

 - **45+ Days Notice:** Free.
 - **31 to 44 Days Notice:** **£20** fee.
 - **8 to 30 Days Notice:** **£30** fee.
 - **4 to 7 Days Notice:** **£50** fee.
 - **Less than 4 Days Notice:** No rescheduling permitted (Session is forfeited).
- **Rescheduling:** Max **2 reschedules** per package. The reschedule policy applies. Further moves incur a **£50 surcharge**.
- **Package Extras:** Extras (e.g., teleprompter hire) **must** be requested at the time of booking your session. Any extras added or paid for after the initial session booking will incur a **£20 Late Amendment Fee**.

SSD Cards & File Transfers

- **SSD Requirements:** If bringing your own SSD card, it must have a minimum of 1TB storage and be fully compatible with Blackmagic cameras (e.g., high-speed Samsung T7 or SanDisk Professional). Each camera requires an SSD card.
- **Liability Waiver:** Mango Studios LDN accepts **no liability** for the failure or corruption of client-provided SSD cards. In the event of data loss or corruption on your own media, you are not entitled to a refund or any other compensation.
- **Unsuitable Media:** If you do not bring a suitable SSD card, you will be charged our standard rates for card hire and file transfer plus a **£20 Late Amendment Fee**. Preparation of our SSD cards will be deducted from your booking time.
- **File Transfer Overrun Fees:** File Transfers extending beyond your booking (plus a 10-minute grace period) are charged at **£20 per 15 minutes** (or **£75 per 30 minutes** for overruns exceeding 45 minutes), payable immediately.

In-House Podcast Video Editing (Add-on)

- **Assets:** Must be provided to us within 3 working days of the briefing call or booking.
- **Revision (Minor Change):** 1st round is free if requested within 3 working days of draft receipt.
- **Late Requests:** Requests made after 3 working days incur a £40 late fee. Requests after 10 working days are treated as a New Edit, which means you will have to pay for a full edit again.
- **Revision Fees:** Subsequent revisions are charged at £50 – £150 each, depending on complexity.
- **Re-Edit (Major Change):** Fundamental changes to direction or assets are charged at the full original Add-on rate.
- **A Revision (Minor Change):** A single specific adjustment to the work already completed based on the *original* brief.
 - *Examples:* Fixing a typo in a name caption, cutting out an extra 5 seconds of silence, or swapping one visual shot for another from the same recording.
- **A Re-Edit (Major Change):** A fundamental change to the creative direction, assets, or structure after the edit has already begun or been completed.
 - *Examples:* Changing the music track after the video has been synced, providing a new logo after the original has been animated, or changing the "style" of the edit (e.g., from professional to high-energy/social style).

Note: Any request classified as a Re-Edit will be charged at the full original Add-on rate of editing a complete episode, as it requires the project to be restarted.

- **Limits:** Maximum of 5 revisions total. After 5, the edit is final.
- **On-Hold:** If a client causes or requests a project to be put on hold; Delayed projects incur a £4 per day storage fee. Terminated after 45 days with no refund.

Audio & Video Recording Deliverables

- **Standard Delivery:** Raw files are generally sent within 3 working days, but this is not guaranteed.
- **Guarantee:** We guarantee raw files will be sent within 10 working days. If we exceed this, you are entitled to a refund of the file transfer fee.
- **Express Delivery:** If you pay for 24-hour Express Transfer, we will refund this fee if files are not sent within 24 hours of your completed booking.
- **Data Retention:** Files are destroyed 7 working days after being sent.
- **Liability:** We are not liable for technical failures or "Acts of God" beyond our control.

Studio Conduct & Hygiene Policy

- **Guest Responsibility:** The person who makes the booking is responsible for the conduct of all their guests. You are advised to inform your guests of these rules in advance.
- **Capacity:** Any guest count change is a £20 Late Amendment Fee. Unauthorised guests: £15 per person.
- **Smoking & Vaping:** No smoking or vaping is permitted anywhere inside the venue.
- **No Tampering:** Do not re-patch or dismantle equipment. Violation: £100 restoration fee.
- **Hygiene & Scents:** We reserve the right to cancel or refuse entry to any booking (including guests) if a person arrives with strong body odour, the smell of smoke, or any other overpowering scent. No refund will be issued.
- **Alcohol:** You are not allowed to sell alcohol. Violation results in a £300 fine and immediate termination of the recording with no refund.
- **Prohibited Items:** No red wine or food/drink containing Turmeric (or other staining properties) is permitted in the studio.
- **Sound:** We are a professional space, but not 100% soundproofed.

Studio Damage & Cleaning Policy

- **Liability:** You are liable for any damage to property, equipment, or furniture caused by you, your guests, or your staff. Damage includes stains, marks, breakages, malfunctions, spillages, defamation, bad smells, or rubbish.
- **Fees:** Damage fees are a minimum of £100 and can increase significantly depending on the severity.
- **Cleaning:** The venue must be left reasonably clean (no rubbish on floors/surfaces, spills wiped up). Failure to do so incurs a £100 cleaning fee.
- **Condition Check:** A professional Schedule of Conditions (photo/video log) is available before your session for £30.

Photography Studio Hire

- **Backdrop Usage:** Use of the backdrop on the floor is included. However, if you damage the back, the hanging mechanism, or soil paper excessively, a fee of **£15 per linear metre** applies.
- **Backdrop Rates:** White is standard. Coloured: **£30**. Chroma Green: **£50**.
- **Damage:** You are liable for the **full replacement value** of any equipment damaged (flashes, strobes, bulbs, etc.).
- **No Tampering:** Do not re-patch or dismantle equipment. Violation: **£100 restoration fee**.
- **Photography Services:** If you book a Mango Studios LDN staff photographer, a **separate professional service agreement** shall apply.
- Photography Studio Bookings require a minimum 2 hour booking slot.
- **Studio Conduct & Hygiene Policy** applies to all photography studio hire bookings.
- **Studio Damage & Cleaning Policy** applies to all photography studio hire bookings.

Venue Hire & Security Deposit

The **Full Hire Fee + £210 Security Deposit** is paid in full at the time of booking. Venue Hire Bookings require a minimum 3 hours booking slot and Weekend meeting room bookings require a minimum of 3 hours booking slot. Weekday meeting room bookings require a minimum 2 hour booking slot. podcast studio bookings require a minimum session of 2 hours.

- **Refund:** The £210 is returned within 10 working days post-event if no damages occur.

- **Cancellation:** If cancelled outside the grace period, any refund will be calculated against the total amount paid (including the £210 deposit), in line with the cancellation tariff and subject to an administration fee.

Refund Forfeiture

- **Forfeiture of Deposit Refund:** It is the client's sole responsibility to provide valid bank account details for the return of the security deposit. These **must be provided in writing within 7 days of the event date**. Failure to provide these details within this 7-day timeframe will result in the **forfeiture of the deposit refund**.
- Bank details for refunds **must be provided in writing within 7 days** of the cancellation request. Failure to do so results in the **forfeiture of the refund**.

Venue Hire & Filming Rescheduling & Cancellation

Due to the higher logistical costs and block-booking of the space, the following fees apply to all **Venue Hire** and **Filming** projects.

Rescheduling Fees:

- **45+ Days Notice:** Free.
- **31 – 44 Days Notice:** £50.
- **8 – 30 Days Notice:** £70.
- **7 Days Notice or Less:** Not permitted (Treated as a cancellation).

Venue Hire & Filming Cancellations:

- **More than 45 Days Notice: 100% Refund** (minus the relevant Admin Fee).
- **31 to 44 Days Notice: 75% Refund** (minus the relevant Admin Fee).
- **8 to 30 Days Notice: 50% Refund** (minus the relevant Admin Fee).
- **7 Days Notice or Less: 0% Refund** (No refund issued).

Venue & Filming Administration Fees (Deducted from Refunds):

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

Important Note for Venue Hire: Outside of the 24-hour grace period, Refunds are calculated **on the total amount paid, including the deposit**, in line with the tariff, less any applicable administration fee. For example, if £910 has been paid in total, a 50% refund would return £455, minus the administration fee.

Venue Hire General Conduct & Capacity

- **Food & Drink (BYO - Bring Your Own):** No outside food/drink is permitted without the £50 daily BYO fee. Unauthorized food/drink results in a £100 charge and potential termination.
- **Table Covers:** These must be hired or brought in when serving food/drink. Appropriate fees apply.
- **Alcohol:** Selling alcohol is strictly prohibited. Violation results in a £500 fine and immediate termination.
- **Capacity & Security:**
 - Under 50 guests: Standard rules apply.
 - Over 50 guests: You must book our security guards. 50-70 guests: 2 guards (£40/hr). 71-100 guests: 3 guards (£70/hr).
 - If you exceed your specified guest count (e.g., going over 50 without pre-booked security), we will cease admissions, you will lose your entire deposit and we may terminate the event.
 - Emergency Security: Calling in guards on the day incurs a £175 fee plus hourly rates. A £100 fee applies for loitering/nuisance if capacity rules are breached.
- **Minors & Behaviour:** Guests under 16 require 72-hour written notice for approval. We do not tolerate drunkenness, violence, or crass behavior. Entry will be refused for strong body or smoke odours.
- **Prohibited Items:** No red wine or Turmeric-based items in the meeting room.

Venue Hire Damage, Cleaning & Furniture

- **Damage Policy:** You are liable for all damage caused by guests or staff (stains, breakages, bad smells, etc.). The minimum damage fee is £200.
- **Condition Check:** A professional Schedule of Conditions is available for £30.
- **Cleaning:** A £50 cleaning fee applies to hires for 10+ people or where furniture is hired. If the venue is not left "reasonably clean," an additional £100 fee applies.
- **Furniture:** Extra chairs are £2 each; extra tables are £6 each. **Any changes on the day incur a £20 late amendment fee.**

Catering & Insurance

- **Orders:** Must be confirmed and paid 14 days before the event. No refunds for guest no-shows. We are not liable for allergic reactions; allergens are listed on the foods.
- **Liability:** Mango Studios London Ltd is not liable for loss, damage, or injury to visitors or equipment. You must ensure you have adequate Public and Employers Liability Insurance.

Venue Hire Deposit Return

- **Purpose:** The deposit is held against damage, overtime, cleaning or unpaid fees.
- **Return:** For one-off events, it is returned within 10 working days. For recurring sessions, it is held until the final session is completed. The deposit will be used to clear any outstanding balances before the remainder is returned.
- **Acts of God:** We are not liable for technical failures, power cuts, or circumstances beyond our control.
- **Equipment Failure:** Our liability for technical failure is limited to a refund or rescheduled shoot.
- **It is the client's sole responsibility** to provide valid bank account details for the return of the security deposit. These **must be provided in writing within 7 days of the event date**. Failure to provide these details within this 7-day timeframe will result in the **forfeiture of the deposit refund**.

Filming & Post-Production Policy

A. Hiring the Studio for Your Own Content (Dry Hire)

Project Declaration: You must clearly state the nature and purpose of your filming when booking. We reserve the right to cancel any booking that misrepresents the project's content without refund.

- **Prohibited Content:** No illegal, pornographic, defamatory, or discriminatory material may be filmed on our premises. Breach of this will result in immediate termination and a ban on future bookings.
- **Equipment & Liability:** You are responsible for all personal filming equipment or props brought into the venue. Mango Studios LDN accepts no liability for loss, theft, or damage.
- **Damage:** Any damage to Mango Studios LDN property or equipment will be charged at full replacement value.
- **Behaviour:** All guests and crew must behave respectfully. Aggressive or disruptive behaviour will result in immediate termination without refund.

B. When Mango Studios LDN Provides Filming Services (Production)

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- **Crew & Briefing:** We provide professional crew and equipment as per your package. A written brief or shot list must be provided before the filming date; otherwise, we will use our professional judgment to interpret your direction.
- **Creative Results:** We aim for high quality, but cannot guarantee shots will meet subjective expectations. Environmental factors (lighting, sound, location restrictions) may influence the final result.
- **Ownership of Raw Files:** All raw footage and original files remain the sole property of Mango Studios LDN. You are purchasing the final edited video(s) only. Requests for raw footage are at our discretion and incur an additional fee.
- **Marketing & BTS:** By booking, you consent to us capturing behind-the-scenes footage and using non-confidential excerpts of your final video for our marketing and showreels, unless you opt out in writing prior to filming.
- **Title:** All final videos remain our property until the final payment is received in full.

C. Filming Cancellations & Rescheduling

- 45+ Days Notice: Free Reschedule | 100% Refund (minus Admin Fee).
- 30 – 45 Days Notice: £50 Reschedule Fee | 75% Refund (minus Admin Fee).
- 7 – 30 Days Notice: £70 Reschedule Fee | 50% Refund (minus Admin Fee).
- Less than 7 Days Notice: No rescheduling or refunds permitted.
- Filming Admin Fees: Up to £799: £100 | £800 – £1499: £150 | £1500+: £250.

Confidentiality & Permissions

- **Rights & Clearances:** You are solely responsible for obtaining all required permissions, consent forms, and rights clearances for all people, music, locations, and brands appearing in your content. Mango Studios LDN accepts no liability for any copyright infringement, privacy violations, or licensing issues arising from your production.
- **Third-Party Consents:** If Mango Studios LDN is filming on your behalf, you confirm that you have obtained all necessary releases and consents from participants and location owners for filming to take place.
- **Indemnity:** You agree to indemnify Mango Studios LDN against any legal claims, costs, or expenses incurred as a result of a breach of these permissions.
- **Assets:** Must be provided within 48 hours of the briefing call or 3 days of enquiry.
- **Revision (Minor Change):** 1st round is free if requested within 3 days of draft receipt.
- **Revision Fees:** Subsequent revisions are charged at £50 – £150 each, depending on complexity.

- **Late Requests:** Requests made after 3 days incur a £40 late fee. Requests after 10 working days are treated as a New Edit.
- **Re-Edit (Major Change):** Fundamental changes to direction or assets are charged at the full original Add-on rate.
- **Limits:** Maximum of 5 revisions total. After 5, the edit is final.
- **On-Hold:** Delayed projects incur a £4 per day storage fee. Terminated after 45 days with no refund.
- **Non-Solicitation:** Clients may not hire our staff or freelancers privately for 12 months following a booking.
- **IP Trigger:** Licence to use content is only transferred upon full payment of all invoices.
- **Local Charges:** We are not liable for parking fines, congestion charges, or ULEZ fees.

Content Responsibility & Indemnity

- **Neutral Venue:** Mango Studios LDN provides facilities and technical services only. We do not endorse or take responsibility for the views, opinions or content expressed by clients or their guests.
- **Content Warranty:** You warrant that your content does not contain defamatory, hateful or illegal material.
- **Indemnity:** You agree to indemnify Mango Studios London Ltd against any legal actions, claims, damages, or costs (including legal fees) arising from the nature of the content recorded, edited, or broadcast from our premises.

Health, Safety & Security

- **Digital Sign-In:** For fire safety and security, all clients and guests **must sign in and out via our digital system** immediately upon arrival and departure. This record is essential for emergency evacuations and ensures we meet our legal duty of care.
- **CCTV Operations:** For the safety of our staff, clients, and property, Mango Studios LDN operates 24-hour CCTV recording in communal areas and studio spaces. By entering the premises, you consent to being recorded. We reserve the right to use this footage as evidence in the event of damage, theft, or conduct violations.
- **Minors:** Guests under 16 require 72 hours' written notice for approval. **All minors must be supervised at all times by a responsible adult over the age of 18.** Mango Studios LDN staff are not responsible for the supervision of children.
- **Pets:** To protect our equipment and maintain hygiene standards, **no pets** are allowed inside the studio or venue at any time.

- **Reporting & Liability:** You must report any health concerns or physical limitations to staff upon arrival. While we take every precaution, Mango Studios London Ltd accepts no liability for health issues, injury or death on the premises, except where caused by our proven negligence.

Studio Viewings & Deposits

Viewing Deposit: To schedule a tour or site visit, a **£20 Viewing Deposit** must be paid in advance.

- **Attendance & Punctuality:** If you fail to show up for your viewing or arrive more than **20 minutes late**, the viewing will be cancelled and the **£20 deposit will be forfeited**.
- **Non-Refundability:** If you choose not to proceed with a booking after your viewing, the **£20 deposit is strictly non-refundable**.
- **Booking Credit:** Your £20 deposit will be credited toward your next booking *only* if the booking is confirmed within **one month** of the viewing date.
- **Expiration:** If a formal booking is not made within **one month**, the deposit is forfeited and cannot be used as credit.

Mango Studios LDN reserves the right to update or change these Terms & Conditions at any time without prior notice. The version of the terms in effect at the time of your booking will apply. Continued use of our facilities and services following any changes constitutes your acceptance of the new Terms & Conditions.

Acknowledgment & Agreement

By requesting to book, issuing a Purchase Order, instructing Mango Studios LDN to proceed, or making any payment, you confirm that you have read, understood and agree to be bound by these Master Terms & Conditions and any associated documents, including invoices, quotes, policies or briefing forms, provided by Mango Studios London Ltd or made available on our website from time to time. These Terms apply to all services unless otherwise agreed in writing.

Last Updated: April 12th 2026