

Master Terms & Conditions

Last Updated: 9 August 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.

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.

Meeting Room: The £39 is held as a refundable security deposit.

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.

Last-Minute Bookings: All Services

A booking is considered a **Last-Minute Booking** where the booking request is made **less than 4 hours before the scheduled start time**.

This applies to **all Mango Studios LDN services and booking types** where last-minute booking is permitted.

For a Last-Minute Booking, the **full outstanding booking balance and any applicable security deposit must be paid within 30 minutes of approval.**

The 30-minute payment window is a strict final payment deadline.

If full payment is not received within 30 minutes of approval, **the booking will be cancelled, the slot will be released and the £39 booking deposit will be forfeited and will not be refunded.**

The £20 Late Payment Fee does **not** extend the 30-minute Last-Minute Booking payment window.

If the client still wishes to proceed after the deadline, they must submit a **new booking request and pay a new £39 deposit**, subject to availability.

Late Payments

For bookings that are not subject to the Last-Minute Booking rule, a **£20 Late Payment Fee** applies if the initial payment deadline is missed.

Where the final payment deadline has not passed, the client may still confirm the booking by paying the outstanding balance plus the £20 Late Payment Fee.

If the applicable final payment deadline is missed, **the booking will be cancelled, the slot may be released and the £39 booking deposit will be forfeited and non-refundable.**

Where more than one payment deadline applies, the **earliest applicable deadline takes priority**, except for a Last-Minute Booking where the 30-minute deadline applies instead.

Photography Services Packages are additionally subject to the payment provisions in Section 16.

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.**

Podcast Studio bookings must be paid in full at least **4 hours before the scheduled start time.**

Meeting Room

The remaining balance must be paid within **24 hours of approval** and, in all cases, at least **8 hours before the scheduled start time**.

Venue Hire

The **£210 refundable security deposit** must be paid within **2 days of approval**.

The remaining booking balance must be paid within **7 days of approval**.

All Venue Hire bookings must be paid in full at least **14 days before the event**.

Late Payments

If an initial payment deadline is missed, a **£20 Late Payment Fee** will apply.

Where the final payment deadline has not passed, the client may still confirm their booking by paying the outstanding balance plus the £20 Late Payment Fee.

If full payment is not received by the applicable final deadline, the booking will be cancelled, the slot may be released and the applicable deposit will become **non-refundable**.

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 any Last-Minute Booking or accelerated payment requirements.

refund, less a **£20 Administration Fee**.

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 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.

Meeting 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

Meeting 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:

Podcast Studio: 9am–7pm

Photography Studio: 9am–7pm

Meeting Room: 9am–10pm

Venue Hire: 9am–10pm

The Out of Hours Fee is charged in addition to the applicable booking or overtime rate.

9. Podcast Studio Packages

All package hours must be booked and attended within **10 weeks of purchase**. Any unused hours will expire and will not be refunded or credited.

Weekend Podcast Studio bookings require a minimum session of 2 hours.

Package sessions are based on standard operating hours of **9am–7pm**. Any package session outside these hours will incur the applicable **£40 per hour Out of Hours Fee**, payable in addition to the package price.

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.

Booked 7+ days before the photoshoot: Remaining balance due within 7 days of paying the deposit.

Booked 24 hours to 6 days before: Remaining balance due within 24 hours of paying the deposit.

Booked 4–24 hours before: Remaining balance due within 2 hours of approval.

Booked less than 4 hours before: Remaining balance due within 30 minutes of approval.

A £40 Late Payment Fee applies if an applicable payment window is missed.

For bookings made more than 24 hours in advance, the photoshoot must be paid in full at least 24 hours before the scheduled start time.

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

For bookings made less than 24 hours in advance, failure to meet the applicable 2-hour or 30-minute payment deadline will result in cancellation and forfeiture of the entire Photography Package deposit.

The £40 Late Payment Fee does not extend the 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, Mango Studios LDN will send the client a digital image library/gallery to review and make their selections from home.

The client's complete and final image selections must be submitted within 7 days of the image library being sent.

Late selections may result in delayed delivery and standard turnaround times cannot be guaranteed.

Once final selections are submitted, they cannot normally be changed. Changes requested afterwards may incur an additional fee.

Photography Delivery

Once complete and final selections are received:

Selected JPG images: Delivered within 7 days.

Professionally edited/retouched images: Delivered within 10 days.

Turnaround periods begin when Mango Studios LDN receives the client's complete and final selections.

Extensive retouching, specialist image manipulation or work outside the package scope may be charged separately.

Framed Photographs

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

Where a framed photograph is included within a package or purchased separately as an extra, it will normally be ready within 21 days of the photoshoot, subject to any required image selection being submitted within the 7-day selection period.

All framed photographs are for you to collect from Mango Studios LDN as standard.

Postage, packaging and delivery are not included.

Where a client requests postage or delivery, an additional packaging and delivery fee will apply.

This applies to all framed photographs, including framed photographs purchased separately as extras.

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. Meeting Room Hire

The £39 paid when submitting a Meeting Room booking request becomes the **refundable security deposit** once the booking is approved.

The remaining booking fee must be paid within **24 hours of approval** and at least **8 hours before the session**.

Where a Meeting Room booking is made less than 4 hours before the scheduled start time, the Last-Minute Booking provisions in Section 2 apply instead.

The security deposit may be used against damage, cleaning, overtime or other unpaid charges before the remaining amount is refunded.

Any refundable balance will be returned to the original payment card.

Weekday Meeting Room bookings require a minimum 2-hour booking. Weekend bookings require a minimum 3-hour booking.

Meeting Room bookings are subject to their applicable cancellation and rescheduling policy.

18. Venue Hire & Security Deposit

Venue Hire booking requests require an initial **£39 booking deposit**.

If approved, the £39 is deducted from the total venue hire fee.

A separate **£210 refundable security deposit** must be paid within **2 days of approval**.

The remaining venue hire balance must be paid within **7 days of approval**.

All Venue Hire fees must be paid in full at least **14 days before the event**.

Where Mango Studios LDN permits a Venue Hire booking to be made less than 4 hours before the scheduled start time, the Last-Minute Booking provisions in Section 2 apply instead.

For such Last-Minute Venue Hire bookings, the **full outstanding Venue Hire balance and the £210 security deposit must be paid within 30 minutes of approval**.

Failure to make full payment within 30 minutes will result in **cancellation of the booking, release of the slot and forfeiture of the £39 booking deposit, which will not be refunded**.

The £210 security deposit is held against damage, cleaning, overtime and unpaid fees.

For one-off events, the remaining security deposit is normally returned within **10 working days** following the event, subject to applicable deductions.

The security deposit will be returned to the original payment card used to make the payment.

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 may result in additional charges.

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.

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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 **20–40 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.

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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 other circumstances outside our reasonable control.

Where equipment failure attributable to Mango Studios LDN materially prevents the booked service from being provided, our liability may be limited to an appropriate refund, credit or rescheduled session, depending on the circumstances.

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. 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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