



Tel: (032) 383 2916
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www.room11.studio

Room Eleven Recording Studio is a professional audio recording facility. The following policies ensure that all studio sessions are conducted in the most professional manner possible, while providing our clients with a creative and comfortable environment. While we are here to help you develop and craft your recording project, customer service and satisfaction are still our top priorities.

Booking/Requesting Time Slot

Sessions can be booked through our website, by email, or by calling our office at (032) 383 2916 or texting (0917) 321 6429. A confirmation email or message will be sent once session and time slot are confirmed. No confirmation means no booked session. If you've booked a session and did not get confirmation of the session details, please contact the studio to ensure that your booking and requested time slot are confirmed.

Booking Rates

Sessions are booked at the rates published by the studio (subject to change) unless other rates have been negotiated. There is a 2-hour minimum. A maximum of 6 hours block time per booking is recommended. Sessions that run longer than the original scheduled time will be booked at the published rate, assuming the studio and sound engineer are available. Additional time will be charged at our standard hourly rate.

Cancellation

We understand plans can change. However, we would appreciate at least a 48-hour notice for cancellation or rescheduling of your studio time.

No shows: In the event a client fails to show for the session time booked without contacting Room Eleven Recording Studio beforehand, the studio session as well as the ability to reschedule will be forfeited.

Studio Tours

To ensure mutual expectations and to create a plan for your recording project, it is strongly recommended that new clients schedule a studio tour prior to the first session to meet with your engineer and discuss the parameters of the project. This will help ensure that everything runs smoothly on your scheduled session.

Start/End Session Times

The session clock begins at the scheduled time that both parties have agreed upon. Please be on time for your session. If you are late to a scheduled session, you will be charged from the beginning of your session start time, whether you are there on time or not, with no exceptions. Please call if you are going to be late! If you arrive early and the studio can accommodate an early start, then the session clock will begin at that time.

Studio Downtime

Unforeseen problems can happen. If session downtime occurs at the fault of the studio's equipment, that time will not be billed. The studio's liability shall be limited strictly to the studio time of the booked session, and clients agree to hold Room Eleven Recording Studio harmless from any damages from such downtime.

Payment

Full payment of the booked session is required prior to the start of the session. No master mixes or material will be released to the client without payment in full. Acceptable payment methods include cash or check (must be received at least 3 days prior to the scheduled session). If you are representing a company/vendor with a specific invoicing process for payment of the scheduled studio time, please let us know prior to the session. Receipt of recording media from studio to client is acknowledgement between both parties that the quality of all services rendered by Room Eleven Recording Studio is satisfactory to client and shall release Room Eleven Recording Studio from any and all liability regarding said recording media and services rendered.

Session Media

Session media will only be released when full payment for the session is received. Client is responsible for providing an external hard drive or USB stick if you require a copy of your production files. Once session media has been turned over to the client, Room Eleven Recording Studio is no longer expected to maintain a back-up copy of the session unless other arrangements have been made in writing. We recommend that each client make a back-up copy of the sessions immediately. Room Eleven Recording Studio is not responsible for any unrecoverable data.

Leaving Gear Behind

Room Eleven Recording Studio is not responsible for lost, damaged, or stolen gear left behind.

Studio Gear (Damage)

In the event a piece of studio gear owned by Room Eleven Recording Studio or any part of its facility is damaged by client, or anyone in the client's party due to negligence, accident, or willful act, you agree to provide monetary compensation in the amount of full replacement value of the damaged item. Damage to the studio property of any kind as a result of anyone in client's party or group will be assessed to client's account.

Post Production Policy

Should client decide to have their tracks mixed and mastered in Room Eleven, we will dedicate 3 hours per song for a rough mix submission at the same published rate per hour. Initial mixing or rough mix simply means your tracks were balanced, equalized, quantized, and provided with simple enhancement. Additional work such as automation and effects processing for the overall sound direction of the track will be charged on a per hour basis. It is important that the client makes notes and provides direction for the final mixing.

Studio Rules

- Absolutely no smoking in the studio.
- Strictly no food and drinks in any of the studio rooms. Food and drinks can be consumed in the lounge and pantry area only. Please dispose your trash in the trash bins provided.
- Hands off the walls of our production rooms.
- It is recommended that only individuals essential to the recording be present during the booked time. A maximum of 6 people is allowed in the control room at all times.
- To keep sessions productive and efficient, please keep visitors to a minimum during sessions. Please keep voices down and try not to bother the people who are working.
- We got you covered on the studio cables. Please keep your cables in your bags.
- Please submit your equipment to the admin assistant or sound engineer for inventory before and after your session to make sure all equipment is accounted for.
- Clients' equipment and instruments are to be stored in the Live Room airlock.

- No firearms and weapons are allowed on the premises.
- Illegal drugs are strictly prohibited and we reserve the right to refuse service or cancel a session if a client appears to be under the influence.

Responsibility

By accepting these terms of service, you attest that you will be held responsible for the actions of all artists and guests you bring to any session. You affirm that you are the rightful owner or assignee of material to be recorded or reproduced. Room Eleven Recording Studio and our engineers are not responsible for copyright violations, talent or creative royalties, mechanical reproduction licenses, or any other liabilities for such material.

Studio Disclaimer

Prior to any session work beginning, you agree to furnish a written signed copy of the above Studio Policies as a formal agreement and obligation to make payments, and adhere to all other policy requirements as stated herein.

I have fully read and agree to all of the above terms.

Print Name

Band Name or Performance (Stage) Name

Address

Phone

Email

Signature