



## STUDIO TERMS & CONDITIONS

*When booking our studio, you agree that you have read and accepted the studio rules and terms for renting our studio. It is important that you carefully review all the conditions below. You are responsible for the studio's security and its equipment during your rental period.*

### **BOOKING TIME**

When you book a session with us, the time starts counting from your start time, so please be punctual. If it's your first visit with us, we will walk you through the studio on-site. Once your booked time is completed, please ensure that you are completely finished and have cleaned up after yourself. Leave the studio and its equipment in the same condition as you found it.

### **LEAVE THE STUDIO AS YOU FOUND IT**

It is of utmost importance that you clean up after yourself and use our trash bins for garbage. Any larger materials that you have brought into the studio must also be taken out. Nothing that was not originally in the studio should be left behind.

### **RESCHEDULING, CANCELLATION & NO SHOW**

#### **Rescheduling more than 48 hours before the booked time:**

You have the option to reschedule your session up to 48 hours (2 days) before your booked time. To reschedule, please send us an email at [contact@videohousestockholm.se](mailto:contact@videohousestockholm.se) with the new time you prefer. Please check the booking calendar first to ensure that the desired time is available.

#### **Rescheduling less than 48 hours before the booked time:**

If rescheduling a session less than 48 hours before your booked time, half of the total amount for your booking will be retained, and the other half will be refunded to the card used for booking within 2-4 working days, after you have scheduled a new time via the online booking system on the website.

Rescheduling must be done before the originally booked time starts, and the new time must be within 12 months.

**No Show:**

If you do not attend your booked session and do not inform us of any rescheduling, the total amount for your booking will be retained by us. No exceptions apply to this rule. In the case of serious acute injury, a medical certificate is required to receive a refund.

**Cancellation of session:**

We do not cancel already booked sessions; instead, we reschedule your session to another date according to your preference within 12 months. The rescheduling must be done more than 48 hours before your booked time. For rescheduling less than 48 hours before the booked time, half of the total amount will be retained. Please read more under rescheduling.

**FOOD & BEVERAGES**

Food such as lunch or dinner is only allowed in the kitchen area. No food should be consumed near the equipment. Snacks/drinks are allowed in the studio but not on the cycloramas. After use, all trash must be picked up, and the tables wiped down.

Coffee and tea are included in the studio rental.

Alcohol, cigarettes are not allowed in the entire premises. If you smoke, please use the outdoor ashtrays for cigarette butts.

**SECURITY & LIABILITY**

You are responsible for the security of the studio and its equipment during the rental period. Please inform us if you need to leave the studio unattended during your rental period. Please do not take any equipment out of the studio.

**DAMAGE TO EQUIPMENT OR STUDIO**

You are responsible for ensuring that the equipment and studio are in the same condition as when you took them over. In the event of damage to equipment or the studio, you will be liable for compensation and billed for the cost of replacing the damaged equipment or repairing the damages to the studio. We are responsible for ensuring that all equipment functions properly before your rental period and that there are available batteries for replacement if needed.

**Damage vs. Wear and Tear:**

Damage and wear and tear are two distinct terms concerning the condition of a studio rental. Damage refers to any harm or destruction exceeding normal wear and tear that occurs to the studio or equipment during the rental period. Damages may include broken equipment, major scratches on walls or floors, and other physical damages not resulting

from normal use. Wear and tear, on the other hand, refer to the natural deterioration that occurs to the studio or equipment through regular use over time. This may include minor scratches or wear on floors or walls and minor wear on equipment due to normal use.

## **WHEN LEAVING THE STUDIO**

- Please return all equipment to its original place and ensure that it is turned off and unplugged from the wall sockets.
- If needed, vacuum and mop the floor after using the studio.
- Please dispose of all trash in the trash bins.
- Take with you any larger materials that you brought into the studio and cannot fit into the trash bins. Leave nothing that was not in the studio before you arrived.
- Wipe down the kitchen table and countertops that you have used.
- Make sure all lights and equipment are turned off and unplugged.

Thank you so much for accepting and reviewing our terms for studio booking! We are really looking forward to welcoming you at Video House Stockholm.

