

Terms and Conditions

Cancellation & Postponement Charges

Up to Ten working days – 50% of costs

Up to Three working days – 100% of cost

No charge if rebooked.

'**Working days**' are defined as a full standard working day of 9am - 5pm Monday to Friday (excluding Bank Holidays) i.e. if you notify us at 10.30am on Monday to cancel a booking for the Friday of the same week; this constitutes four working days notice.

NB: All cancellations/postponements must be made in writing (by email) in addition to a telephone message.

Filming

If there is a malfunction of equipment, studio hire fees will be refunded.

Release Form

All respondents will be asked to sign a release form so that the footage can be used for internal purposes. If client requires footage for external or marketing purposes they must be informed prior to the filming and sign a release form to that effect

Recruitment

The Studio is not responsible for the recruitment of the respondents and all their personal details will remain the property of the research agency or client.

Business Disruption

The Studio will accept no responsibility for delays caused by weather, transport problems, riots, industrial action, terrorist action, demonstrations or power cuts, or any circumstance beyond its control.

Insurance

The Studio has public liability insurance up to the value of £10m

Payment Terms

Invoicing

Payment due 30 days from invoice date. A late payment fee of 5% will apply on all accounts.

Property

Any damage inflicted or incurred by visitors to the premises will be charged on at cost, plus management fee. We are not liable for any expenses relating to lost property.