



## General Policy Outline

**Owners' Statement:** Jamland Studio strives to present and maintain a professional, comfortable, and fun environment for recording, graphic art and website development, and lessons. I am constantly making improvements in all areas of service, products, and appearance. It is my hope that you will leave here with pride in your completed project, and are happy with the service provided. In keeping with a professional relationship, I have put together this General Policy Outline so that there will be no misunderstandings, misinterpretations, or misconceptions, and your expectations are met and hopefully exceeded.

### What I will do:

- Prior to the appointment, the studio will be clean, powered up, and ready to go.
- There will be no interruptions from outside during session.
- I will provide water and a restroom facility.

### Payment Policy:

- Cash, personal and business checks, and all major credit cards accepted.
- Unless otherwise arranged, payment must be **in full** at the end of the session.
- If it is arranged that work is to be done without you being present, a deposit of approximately 50% must be paid up front, and payment must be made **in full** within 5 days, or upon the beginning of the next session, whichever comes first.
- An initial deposit of 25% up front is required for all website projects. Payment must be made in full on completion.
- Gift certificates must be presented for credit.

### Appointment Policy:

- All prospective recording artists must meet with me at least 1 day prior to scheduling their initial session to discuss studio policy and the artist's intended project(s).
- Check the studio website or Waiting Room calendar for availability.
- Appointments must be made at least one day in advance.
- Special Same Day Session Requests: \$20.00. (Must be made before 4pm.)
- Appointments cannot be made while there is a session or lesson in progress.
- If you cancel an appointment within 24 hours without a reasonable excuse or you are a No call/No show and you wish to continue working here, all future appointments must be made with a non-refundable deposit of \$50.00 for a weekday appointment, and \$100.00 non-refundable deposit for a Saturday appointment at least 1 day in advance.
- You may be up to 20 minutes late, after that, the clock starts for the session. After 1 hour your session will be cancelled.
- Same day lesson cancellations will be charged \$10.00.
- Weekend sessions require a minimum of 2 hours booked at least 1 day in advance.
- Appointments broken by me will be rescheduled ASAP, and you will be compensated for 1 hour of session time.
- You will not be able to book studio time if there's any outstanding balance due.

### General Policy:

- Any recordings and/or computer files released only after payment is made in full.
- Jamland Studio will keep all master recordings and/or computer files for a period of 30 days after the project is completed, or if the client has not made a session appointment within that period; after which said files may be deleted. *It is highly recommended that all files pertaining to your project are backed up and taken with you after each project is completed.* Jamland Studio will not be responsible for lost or corrupted project files due to mechanical failure or other acts of God.
- If you are a group, there must be one designated person who will be responsible for payment and contact. It is the responsibility of this person to notify the studio of any address or phone contact changes.
- Your full (real) name, address, and phone number(s) must be given for billing and contact information.
- Since this is a residential neighborhood, there will be no loitering out front, hanging out in cars, or littering.
- Smoking is permitted outside, in the back, only.
- Eating and/or drinking are permitted in the waiting room only. Alcoholic beverages are permitted to legal age clients only.
- All persons who will be participating in the session must be here at the commencement of the session. Once the session has begun, there will be no outsiders permitted.
- Cell phones are permitted only in the Waiting Room or outside.
- No more than 2 people other than those directly participating in the recording or mixing process will be allowed in the studio.
- Clients must ask permission to touch or use any studio equipment or instrument. Clients will be responsible for any accidental damage to the studio's equipment or instruments during the session.
- Violations of studio policy may result in the termination of any ongoing or future session(s).