

FROSTLINE RECORDING STUDIO

STUDIOS POLICIES & PROCEDURES

PAYMENT POLICIES

- Your balance is due in full the day of your session and is payable via cash, check or credit card unless other arrangements are made in writing. Deliverables cannot be released until the receipt of payment and any outstanding balance must be paid prior to booking a new session.
- In some circumstances, we may send you an invoice. Invoices are due upon receipt. If the invoice is 30 days overdue, 2% of the invoice total will be added as a late fee. If the invoice is 60 days overdue, 4% of the invoice total will be added as a late fee.
- Studio set up time will be billed at regular studio rates unless otherwise arranged by Studio Manager.
- Certain special packages set up by the Studio Manager will require payment in full prior to the scheduled session, at the time of booking.
- Mixing and mastering of tracks is billed separately from studio time.
- All payments are final and non-refundable.

SCHEDULING POLICIES

- All studio time officially booked on our calendar **MUST** be used within the time allotted. If technical difficulties do occur, it is the management's discretion to reschedule or provide unused hours in the future.
- Should you need to reschedule, please notify management 48 hours in advance. If you notify management to reschedule **LESS** than 48 hours in advance, you are liable to pay 50% of the quoted session rate. This fee is non-refundable and cannot be applied to future bookings. This policy is required to prevent the loss of re-booking the studio and Engineer to another client.
- All payments are final and non-refundable. However, should a session need to be rescheduled, any amount already paid may be applied to the re-booking, provided the initial booking was canceled more than 48 hours in advance and the rescheduled session is no more than 12 months away.

HOLD POLICIES

- Should you wish to place a hold on the studio for a given time, you may either place a Hold or Soft Hold on our calendar.
- **SOFT HOLDS:** We will contact you if another client is interested in booking the time on which you have placed the Soft Hold. If you are unable to confirm your booking at that time, we may offer it to another client. If they do decide to book that time, we will let you know that the Soft Hold is no longer available. We ask that you either confirm or release the hold at least 1 week prior to the scheduled date. If you do not confirm the Soft Hold at least 1 week prior, we will remove it from our calendar.
- **HOLDS:** We will keep this time blocked off for you. We may reach out to you if another client is interested in booking the time on which you have placed the Hold. Unless you decide to release the hold when we contact you, we will not offer it to another client. We ask that you either confirm or release the hold at least 1 week prior to the scheduled date. If you do not confirm the hold at least 1 week prior, it will be converted to a booking. Once it has been converted to a booking, regular scheduling policies apply (see above).
- It is your responsibility to reach out in order to confirm or release the hold. We will not send a reminder.

TARDINESS POLICIES

- Appointment times have been arranged specifically for you. If you arrive late, your session may be shortened in order to accommodate others whose sessions follow yours. Depending upon how late you arrive, your engineer will determine if there is enough time remaining to start the session.
- Regardless of the length of the session, you will be responsible to pay for the entire session as booked.
- Out of respect and consideration to your Engineer and other Clients, please plan accordingly and be on time.

BEFORE YOUR SESSION

- We use Pro Tools which is the industry standard in a tracking / mixing room. If you do not use Pro Tools, be sure to upload or bring your stems to us before or on the day of your session.
- You may use either a thumb or hard drive to bring in your session files or tracks. You also have the option of utilizing Google Drive or WeTransfer (please send files to derek@frostlinestudios.com). Many clients prefer to email files so that they will be here upon arrival, allowing you to spend more time in your session recording.

DURING YOUR SESSION

- Transferring your files is done within your session time.
- Your engineer can provide a samplify.app link of your select takes during your session. Once your session has been paid in full, your engineer can provide you with the files. If you would like your raw session files (the Pro Tools session) as well, please bring your hard drive on the day of your session. If you do not have a hard drive, the engineer can send your session files via Google Drive or WeTransfer. Files sent via Google Drive or WeTransfer must be downloaded within 14 days of your files being uploaded.
- 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 Frostline Studios harmless from any damages from such downtime.
- With your approval and entirely at your discretion, we may take a quick photo of you or your recording during your session. Within 24-48 hours, we may share this photo with an appropriate caption on our Facebook and / or Instagram. We find that this promotional tactic not only helps our studio, but provides fantastic advertising of you as an artist within the music industry.

AFTER YOUR SESSION

- After your session, we encourage you to stay in touch with your engineer for any edits or revisions needed. However, your engineer will not be able to assist you in booking your next session. The only way to book studio time is to call our front desk at (907)717-4773 or email us at production@frostlinestudios.com.
- Any deliverables cannot be released until payment has been made in full. Should you need to review your tracks prior to making full payment, your engineer will provide you with a samplify.app link.
- Studio drives will be cleared every six (6) months. To ensure that your files are not forever lost, be sure to obtain them as soon as possible after your project is complete.
- Once session media has been turned over to the client, Frostline Studios is no longer expected to maintain a backup copy of the session unless other arrangements have been made in

writing. We recommend that each client make a backup copy of the sessions immediately.

- Session materials left beyond 30 days due to nonpayment become the property of Frostline Studios. Frostline Studios is not responsible for any unrecoverable data.
- We will be in contact with you via email to ensure that you received the highest quality customer service while at Frostline Studios. We may ask for a Google Review or similar testimonial to publish on our website and further promote you as an artist in our community.

GENERAL POLICIES & REGULATIONS

- For the comfort of all staff and clients, smoking is strictly prohibited inside the studio. Our designated smoking areas are located at the back of the building.
- All illegal drug substances and weapons of any kind are strictly prohibited inside of Frostline Studios. We reserve the right to refuse service or cancel a session if a client appears to be under the influence.
- STUDIO GEAR (DAMAGE): In the event a piece of studio gear owned by Frostline Studios or any part of its facility becomes damaged by you or anyone in your 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 that is a result of anyone in the client's party or group will be assessed to the clients account.
- Food and drink is encouraged to be consumed in the lounge or kitchen area. Food and drink may be brought into the studio but must be kept away from equipment racks and the recording console. All drinks must have lids.
- Please place your unwanted trash in the receptacles provided.
- Frostline Studios is not responsible for lost, damaged, or stolen gear left behind.
- We reserve the right to deny entry or refuse business without refund, liability or compensation if the circumstances so require.
- Frostline's policies and regulations are subject to change without notice.
- Use of Frostline's logo on paper fliers, digital fliers, CDs, DVDs, banners or other promotional material requires official written by management.

CLIENT RIGHTS & RESPONSIBILITIES

- The Client who is listed on the invoice as the payee owns the masters once the entire session is paid in full.
- The person responsible for paying for studio time must sign an agreement and will be held responsible for the actions of all artists and guests he or she brings to any session. These rules apply to all persons. There are absolutely no exceptions whatsoever. This ensures a healthy business relationship for you as a recording artist and for the studio as well.
- The client affirms that he / she is the rightful owner or assignee of material to be recorded or reproduced. Frostline Studios and our employees are not responsible for copyright violations, talent or creative royalties, mechanical reproduction licenses, or any other liabilities for such material. Client also agrees to indemnify Frostline Studios and its employees for any and all claims, costs, losses, detriments and expenses of any kind or nature, including without limitation, attorney's fees and cost incurred by Frostline Studios by reason of any breach or alleged breach of any representation, warranty or agreement made by client.
- Prior to any session work beginning, the client agrees to furnish a 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.