

FROSTLINE RECORDING STUDIO

STUDIOS POLICIES & PROCEDURES

PAYMENT POLICIES

- A 50% deposit is due in order to confirm your booking, payable via invoice. Until your deposit has been paid, your session will be treated as a Hold (see below for what that means).
- Your balance is due in full the day of your session and is payable online or in person via cash, check, or credit card. Deliverables may not be released until the receipt of payment. Any outstanding balance must be paid prior to booking a new session.
- 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 original invoice total will be added as a late fee.
- One hour of studio set up and file handling time (time spent prepping files for delivery, etc) outside of your scheduled session is covered by our rates. Set up and file handling time that exceeds 1 hour will be billed at regular studio rates, unless otherwise arranged by the Studio Manager.
- 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 downtime occurs at the fault of studio equipment, it is the management's discretion to reschedule or provide credit toward for unused hours.
- Should you need to reschedule, please notify management at least 48 hours in advance. If you notify management to reschedule LESS than 48 hours in advance, you will need to pay 50% of the quoted session rate. This fee is non-refundable and cannot be applied to future bookings.
- 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

- You may reserve studio time without booking by placing either a Hold or a Soft Hold.
- **SOFT HOLDS:** If you have a Soft Hold on our calendar, 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 that client confirms a booking for 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 & UNCONFIRMED BOOKINGS:** When you place a Hold on our calendar or have yet to confirm your booking with a deposit, we will keep the session time blocked off for you. We may reach out to you if another client is interested in booking that time.
 - 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 Soft Hold, meaning we may offer the time to someone else. It is your responsibility to reach out in order to confirm

or release the Hold.

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

- Read your booking confirmation email for important details such as start and end times, payment estimates, and engineer contact information.
- Send any relevant materials to your engineer prior to the session so they will be here when you arrive, allowing you to spend more time in your session recording.
 - We use Pro Tools, which is the industry standard in a tracking / mixing room. If you have files you want to bring in for the session and 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, or use Google Drive or WeTransfer to transfer files prior to the session. Refer to your booking confirmation email for your engineer's email address. 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

- **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. 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

- If you are also having us edit, mix, and/or master your project, we encourage you to stay in touch with your engineer after the session. Please note that your engineer will not be able to assist you in booking your next session. Please book studio time by getting in touch with our Studio Manager at (907)717-4773 or email us at production@frostlinestudios.com.
- 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 [sampler.app](#) link. Once payment has been made, we can deliver files via email or WeTransfer (internet transfer). If you would like files to be delivered on a thumb drive or other physical drive, you must provide the drive.
- Studio drives are cleared of completed projects periodically. To ensure that your files are not forever lost, be sure to obtain them as soon as possible after your project is complete. WeTransfer links

expire after 30 days. If receiving files via WeTransfer, please download your files promptly.

- 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. We recommend that each client make a backup copy of their files immediately after receiving them.
- 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.
- 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 clean up after your party, placing trash in designated containers.
- **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.
- 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.
- Use of Frostline's logo on paper fliers, digital fliers, CDs, DVDs, banners or other promotional material requires official written by management.
- Frostline's policies and regulations are subject to change without notice.

CLIENT RIGHTS & RESPONSIBILITIES

- The client who is listed on the invoice as the payee owns the materials 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.
- The client affirms that he or 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.