

TCM Podcast Studio Booking Terms & Conditions

Introduction

These Terms and Conditions (“Terms”) apply to all bookings made for use of the TCM Podcast Studio (“the Studio”). By confirming a booking, you agree to be bound by these Terms.

1. Booking Confirmation and Deposit

1.1 A booking will only be confirmed upon receipt of an upfront, non-refundable deposit equal to 25% of the total booking fee.

1.2 The remaining balance must be paid no later than 48 hours prior to the start time of the booking.

1.3 If payment is not received by this time, the booking may be cancelled and the deposit forfeited.

2. Cancellations and Refunds

2.1 All cancellation requests must be made in writing via email to the Studio team.

2.2 Cancellation fees are applied based on the time remaining before the scheduled booking:

- More than 48 hours’ notice: Full refund.
- Less than 48 hours’ notice: 50% of the total booking fee will be charged (minus deposit).
- Less than 24 hours’ notice: 75% of the total booking fee will be charged (deposit included).
- On the day of the booking: 100% of the total booking fee will be charged (no refund).

2.3 Refunds (where applicable) will be processed within 10 working days.

3. Arrival and Access

3.1 Clients must arrive at least 30 minutes prior to their allotted booking time to allow for check-in and setup.

3.2 Bookings begin and end at the scheduled times; late arrivals do not entitle the client to extended studio use.

3.3 All guests and participants must present valid photo identification (passport, driving licence, or government-issued ID) upon arrival for security purposes. This is a site-wide, mandatory rule.

3.4 The Studio reserves the right to deny entry to any individual without valid identification.

4. Use of the Studio

4.1 Clients are responsible for all individuals attending their booking and for ensuring that the Studio and its equipment are treated with care.

4.2 Any damage, misuse, or loss of Studio property may result in repair or replacement charges.

4.3 Food and drink (other than bottled water) are not permitted in recording areas unless expressly authorised in writing.

5. Conduct and Compliance

5.1 Clients and guests must comply with all health and safety, fire, and security procedures as instructed by Studio staff.

5.2 The Studio reserves the right to terminate a session without refund if behaviour is deemed unsafe, disruptive, derogatory, inappropriate or in breach of these Terms.

6. Liability

6.1 The Studio accepts no responsibility for personal belongings or equipment brought onto the premises.

6.2 The Studio shall not be liable for any loss, injury, or damage arising from the use of the facilities, except where caused by the Studio's proven negligence.

7. Amendments

7.1 The Studio reserves the right to amend these Terms at any time. The latest version will always be available prior to booking confirmation.

Agreement

By making a booking, you confirm that you have read, understood, and agreed to these Terms and Conditions.

TCM Podcast Studio is operated by Turtle Canyon Media Limited.