



ENTOURAGE STUDIO POLICY

- 1 hour set up time before each session at no charge, any additional set up time will be billed to client at half rate. Assistant engineer will be here at least one hour before downbeat.
- Once a session is booked, we require 24 hours notice for cancellation. Half of the anticipated session time will be billed for sessions cancelled with less than 24 hours notice
- Sessions cancelled on or after the scheduled downbeat will be billed at full rate for the anticipated session time.
- All accounts not settled after 30 days will incur an interest of 1.5% a month, in addition to the invoice total.
- A 50% deposit is required to book lockouts of 3 days or longer.
- We do not allow media to be replaced. Once media is opened and in use the client will be billed.
- All billing and client information must be given to the studio manager before the session begins.
- Work orders must be signed at the end of each session. If the financially responsible party will not be available to sign for the bill, please ensure that an approved representative will be here to do so.
- Any rentals required for the start of a session must be requested 24 hours in advance in order to ensure timely delivery.
- Any catering needed for the session should be arranged with the studio manager 24 hours in advance of the session to ensure best service.
- If an engineer is required it must be determined before the session. Assistants that engineer

will be billed to the client as engineers.

- Payment is expected the day of the session unless previous credit arrangements have been made with the studio owner. Payment in full is required before client takes delivery of session.
- Back up is the responsibility of the client. We do, however, have back up services available. Our staff will be happy to help you find the best back up solution for your needs.
- Entourage has scsi and firewire drives available for tracking at a \$25.00 per session fee. These drives are for tracking only and can not be used for data storage. We cannot guarantee drive availability unless arrangements are made at least 24 hours before your session.
- Entourage and Entourage staff are not responsible for tapes, storage media, or other client property left at the studio.