



HARTFIELD HUB – TERMS OF SERVICE

Please carefully read through our Terms of Service before utilising our services. By booking a session, you agree to be bound by these terms.

1. Payment & Booking

- All studio sessions must be fully paid for prior to the session. Failure to pay will result in the studio not being opened for the session.
- Studio time is sold on a first-come, first-served basis. Session bookings are not confirmed until full payment is received and may be lost to other Clients seeking the same time.
- Any additional costs incurred during the session (including but not limited to overtime, consumables, catering, or equipment hire) must be settled by card on-site before leaving the premises.
- Any charges identified after the Client has departed (such as cleaning fees, equipment damage, or repainting) will be invoiced to the Client and are payable within 3 days.

2. Refunds & Cancellations

- Cancellations made 7 days before the scheduled session start time are eligible for a 100% refund.
- Cancellations within 7 days of the scheduled session start time are eligible for a 50% refund.
- Cancellations or no-shows within the 48-hour period prior to their session will not receive any refund under any circumstances and are non-transferable.

3. Termination

Hartfield Hub reserves the right to terminate any hire contract immediately if the Client (or any subordinate and third parties employed by them) are in breach of any of the Terms and Conditions.

4. Overtime

- **Strict Timings:** Access to the studio is strictly limited to the booked hours. The Client, their team, and any third party must arrive and leave within this timeframe. Setup and pack-down are considered part of your hire period.
- **Calculation:** Finishing times are recorded from when the last person leaves the studio and are charged without exception. Please note that all start and end times are monitored and recorded via CCTV for billing accuracy.
- **Billing Increments:** Overtime is billed in full 60-minute increments. (i.e., exceeding your time by 10 minutes incurs a full hour charge).
- **Rates:** Overtime is calculated based on the current standard hourly dry-hire rate:
 - 09:00 – 21:00: Charged at 1.5x the hourly rate.
 - 21:00 – 09:00: Charged at 2x the hourly rate.
- **Availability:** Overtime is only available if the schedule permits. If unauthorized overtime occurs that impacts a subsequent booking, the Client will be liable for any refunds or compensation Hartfield Hub must pay to the subsequent Client.

- Note: Overtime must be approved in advance by the Studio Manager to ensure availability.

5. Cleaning & Studio Condition

- Return State: The studio must be returned in the state it was provided. This includes bagging all waste and either returning all studio equipment to its original location or neatly placing everything in one designated area for staff to check.
- Standard Cleaning Penalty: If the studio is left in an untidy state, a penalty fee of £50 will be charged.
- Out-of-Hours Cleaning Penalty: If the studio is left in an untidy state and the session ended after 20:00 (8:00 PM), this penalty increases to £150 to cover the higher cost of emergency out-of-hours cleaning services.
- Excessive Mess: Hartfield Hub reserves the right to charge additional fees for cleaning or repainting if required due to excessive mess (e.g., glitter, paint, oil, heavy soiling, or wall damage).

6. Breakages, Damages & Indemnity

- Immediate Notification: The Client must inspect all equipment and the studio space immediately upon arrival. Any damage, defects, or safety issues must be reported to a member of staff before the shoot commences. Failure to report issues constitutes acceptance that the studio and equipment are in good working order. Any damage found subsequently will be charged to the Client.
- Client Liability: The Client hiring the studio is responsible for all breakages, losses, or damages caused to the studio or equipment by them, their team, or any other person during the use of the studio. We maintain the right to charge the Client's card directly from our system for any damages or invoice the Client for immediate payment if the card charge fails.
- Indemnity: The Client agrees to indemnify, defend, and hold harmless Hartfield Hub against all claims, liability, damages, costs, and expenses (including legal fees) arising out of any accident, injury, or death occurring on the premises during the hire period, or resulting from the Client's use of the equipment, except where caused by the proven negligence of Hartfield Hub.
- CCTV: For your safety and security, as well as ours, CCTV is in operation throughout the premises. Cameras cover all studio and communal areas but exclude toilets and changing rooms for privacy. Footage may be used as evidence in disputes regarding damage, theft, or overtime billing.
- Alterations: No alterations, decorations, or additions to the studio are permitted without the written consent of Hartfield Hub.

7. Sound Disclaimer

The Client acknowledges that while Hartfield Hub features acoustic treatment, it is not a soundproof facility. Hartfield Hub is not liable for audio interference caused by external factors including, but not limited to: emergency sirens, rain/weather noise, passing aircraft, or traffic. No refunds or compensation will be offered for interrupted audio recordings due to external noise.

8. Limitations of Liability & Insurance

- Hartfield Hub shall not be liable to the Client for any loss, damage, expense, or for any consequential loss (including loss of profit) whatsoever arising out of the use or the inability to use the equipment supplied.

- Hartfield Hub cannot guarantee insurance for any equipment left in the facilities overnight. We cannot be held responsible for any breakages, losses, damages, or theft of Client property.

9. Storage & Lost Property

- Hartfield Hub generally does not offer storage. In exceptional cases, short-term storage may be arranged at £50/day (subject to availability).
- Lost property is kept for 30 days; unclaimed items are disposed of.
- Hartfield Hub can arrange delivery for items left behind, but this will incur a postage and staffing administration charge.
- Unless otherwise agreed in writing, personal belongings (including Colourama backdrops) left for more than four weeks will be discarded.

10. Conduct & Prohibited Substances

- **Illegal Substances:** Hartfield Hub maintains a Zero Tolerance Policy regarding illegal substances. The possession, use, or distribution of illegal drugs is strictly prohibited on the premises. Any violation will result in the immediate termination of the booking without refund.
- **Alcohol:** Alcohol consumption is permitted only with prior written agreement and must be managed responsibly.
- **Fire Safety:** No open flames, smoke, or haze are permitted on the premises without written consent.
- **Animals:**
 - **Consent & Refusal:** Clients must obtain prior written consent from Hartfield Hub before bringing any pets or animals into the studio. Hartfield Hub reserves the absolute right to refuse entry to any animal for any reason.
 - **Supervision & Control:** A single, designated individual must be responsible for the animal at all times. The animal must be kept under strict control and must remain on a leash/lead while in common areas, hallways, and entrances.
 - **Liability:** The Client assumes full and total liability for any injury to persons or damage to property, fabric, or equipment caused by the animal.
 - **Cleaning:** The studio must be left in a clean and sanitary condition. Any waste must be cleaned immediately. If the studio requires additional cleaning due to the animal, a cleaning fee will be automatically billed to the card associated with the account.
- **Minors & Safeguarding:** Children under the age of 18 must be supervised by a parent, guardian, or responsible adult at all times. The Client is solely responsible for obtaining all necessary Child Performance Licences and permissions required by law. Hartfield Hub maintains a strict Safeguarding Policy; our staff are instructed to report any concerns regarding the welfare or safety of a minor to the Studio Manager and relevant authorities immediately.

11. Force Majeure

Hartfield Hub shall not be liable for any failure to perform its obligations under this agreement where such failure is a result of a Force Majeure Event. A Force Majeure Event includes, but is not limited to: acts of God, flood, fire, power failure, internet outage, strikes, war, terrorist attacks, government-imposed lockdowns, or pandemics. In such cases, Hartfield Hub's liability is limited to rescheduling the booking or refunding the hire fee.