



Terms and Conditions for ACSB Pty Ltd t/a Casa Blanca Studios

1. Introduction

Welcome to Casa Blanca Studios ("CBS"). By booking our studio facilities or engaging our services, you ("the Client") agree to comply with and be bound by the following terms and conditions.

2. Services Offered

- **Studio Hire:** CBS offers two (2) dry-hire studio booking types: Studio-only and All-inclusive Studio Hire.
- **Podcast Studio Hire:** Our podcast studio is equipped with professional microphones, mic boom arms, professional studio lights and tripods.
- **In-house Creative Services:** Photography, Podcast Production, Creative Direction, User-generated Content (UGC), Content Creation, Videography, Creative Branding or Marketing Strategy.

3. Booking and Payment

3.1 Booking Period: The booking period indicates your access duration. To avoid incurring overtime charges, please ensure that bump out is completed within your booking period.

3.2 Hours of Use: The studio is available to be booked Monday-Friday between 7am-5pm and Saturday-Sunday 7am-4pm. After-hours bookings are available upon request via email and may incur additional fees.

3.3 Booking Confirmation: A booking is confirmed upon receipt of payment. Photography and podcast production bookings require 100% payment in full prior to commencing any work unless a prior written agreement is made with CBS.

3.4 Payment Methods: We accept payments via credit card, bank transfer, or other agreed-upon methods. If paying via Square Processing, all bookings incur a non-refundable 2.2% fee by Square.

4. Cancellations

4.1 Cancellation by Client (In-house Creative Services):

- **More than 1 month's written notice:** Eligible for a 50% refund of the total fees paid.
- **20 business days' written notice:** Eligible for a 40% refund of the total fees paid.
- **Less than 10 business days' written notice:** Eligible for a 25% refund of the total fees paid.

- **Less than 7 business days' written notice:** No refund; 100% of the total fees are forfeited.

Any refund issued will be minus Square processing fees (2.2%) and will be paid to the nominated client bank account within 5-7 business days from receiving details for the refund.

4.2 Cancellation by CBS:

- If CBS cancels a confirmed booking, the client is eligible for a 100% refund of the total fees paid, minus any Square processing fees.

4.3 Studio Hire/Podcast Studio Cancellations:

- **More than 48 hours' notice:** 50% of the agreed total fee is forfeited.
- **Less than 48 hours' notice:** 75% of the agreed total fee is forfeited.
- **Less than 24 hours' notice:** 100% of the agreed total fee is forfeited.

4.4 **Rescheduling:** Requests must be made in writing at least 10 business days before the scheduled date. Approval is subject to availability and may incur a \$150 rescheduling fee.

5. Studio Usage and Rules

5.1 **Parking:** CBS has one designated car park directly behind the studio in an undercover spot. Additional free complex parking and street parking are available. Alternative reserved car spots for neighboring businesses must not be used, and access for other tenants must not be obstructed.

5.2 **Overtime Charges:** Where a booking exceeds the allocated time, overtime will be charged in 15-minute increments at the applicable hourly rate corresponding to the original booking type. For example, All-Inclusive Photography Studio Hire booked at \$200.00 + GST per hour will incur an overtime charge of \$50.00 + GST for each additional 15-minute increment or part thereof. Overtime charges will be calculated from the scheduled end time of the booking and are payable in full. The Client acknowledges and agrees to these terms by making a booking.

5.3 **Damages:** Any damages or losses to the studio, building, or contents (furniture, fixtures, fittings) during the shoot are the responsibility of the booked client.

5.4 **Insurance:** Studio hire and use are at your own risk. CBS takes no responsibility for damage to or theft of any equipment you bring into the studio.

5.5 **Call-Out Fee:** An \$80 call-out fee applies for any CBS staff required to assist clients in person on a dry-hire booking.

5.6 **Cleanliness:** The studio must be returned to its original condition, with all furniture and props in place. All rubbish must be removed and placed in outdoor commercial bins located at the back left of the complex near Ray White. A \$100 cleaning fee applies for failure to restore the premises to its original state. A \$50 fee applies for failure to remove rubbish.

5.7 Furniture Handling: Do not drag furniture or heavy items across floors. Large items require two people to move. Furniture can only be moved within the same level and must not be taken outside the studio.

5.8 Prohibited Items:

- No glitter or confetti (unless prior permission is granted; cleaning fees apply);
- No smoking or vaping; and
- No candles or incense unless prior permission is granted.

5.9 Pet Policy: We are pet-friendly for trained indoor pets. Pets must be clean, have gone to the bathroom outside, and have clean paws before entering to avoid any additional cleaning fees. Pets must be well-behaved in studio.

5.10 Sound Levels: Please be mindful of others working in the Clayfield Collective Precinct. Music volume must not disturb or annoy others.

5.11 Backdrop Usage: Usage of backdrops incurs a fee of \$55+GST per 3m wastage.

5.12 Social Media Tags: Where necessary, please feel welcome to tag @casablancastudios_.

6. Intellectual Property

6.1 Ownership: CBS retains ownership of all intellectual property rights to materials created by our team unless otherwise agreed in writing.

6.2 Usage Rights: Clients are granted a non-exclusive, non-transferable license for agreed-upon purposes. Additional usage requires prior written consent and may incur additional fees.

7. Confidentiality

Both parties agree to maintain the confidentiality of proprietary or sensitive information disclosed during the engagement.

8. Limitation of Liability

CBS is not liable for any indirect, incidental, or consequential damages from the use of our services. Our total liability is limited to the amount paid by the client for the specific service.

9. Governing Law

These terms are governed by the laws of Queensland, Australia. Any disputes shall be subject to the exclusive jurisdiction of Queensland courts.

10. Amendments

CBS reserves the right to amend these terms and conditions at any time. Clients will be notified of any changes prior to their booking.

By booking or engaging in our services, clients agree to be bound by these terms and conditions.

For questions or clarifications, contact us at hello@casablancastudios.com.au or visit www.casablancastudios.com.au.