

Axe'cess Production Studio

Music & Audio Recording Department

POLICIES & PROCEDURES

BOOKING POLICIES

- A 100% deposit is required to book and schedule studio time. – *no exceptions*.
- Certain special packages set up by the Studio Manager will require payment in full at the time of booking.
- A 0% credit card fee is added to all credit and debit card payments.
- All studio time officially booked on our calendar MUST be used within the time allotted. If technical difficulties do occur, it is the managements discretion to reschedule or provide unused hours in the future.
- Studio time that has been purchased must be used within 24 months of payment. Some "special offers" require use of paid studio time 12 months after date of purchase.
- Training Programs that have been purchased in full or have payment plans must be delivered within 12 months of initial payment.
- All payments are final and non-refundable.

RESCHEDULING POLICIES

- Please notify Management 48 hours in advance if you need to reschedule.
- If you notify Management to reschedule in LESS than 48 hours, the initial 50% of the session booking is forfeited. This action is required to prevent the loss of re-booking the Studio and the Engineer to another Client.

CANCELLATION POLICIES

- If for any reason you need to cancel your studio time completely, please notify management immediately. For all cancellations, the initial 50% of your session cost is forfeited and non-refundable - no exceptions.

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 then 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.
- Out of respect and consideration to your engineer and other clients, please plan accordingly and be on time.

BEFORE YOUR SESSION

- We use PreSonus Studio One 5, ProTools 12, FL Studio, CuBase 10.5, and Ableton Live 11 which is all industry standards in a tracking/mixing room. If you do not use PreSonus Studio One 5, ProTools 12, FL Studio, CuBase 10.5, and Ableton Live 11, be sure upload or bring your stems to us before the day of your session.
- You can use either a thumb drive or hard drive to bring in your session files or tracks. You also have the option of utilizing Dropbox or WeTransfer (please send to awezpro.accessproduction@gmail.com). Many prefer to email files so they will be here upon arrival and you can spend more time in your session recording.
- We encourage all of our clients to review a map of our location (Houston, TX). Due to traffic and depending on time of day, always plan on leaving 30-45 minutes prior to ensure that you're not late for your session.

DURING YOUR SESSION

- Editing your files, burning your music onto a CD and transferring your files are all done within your session time.
- Your engineer will always provide an mp3 or wav file of your music during your session. If you would like your raw session files as well, please bring your hard drive the day of your session so the engineer can provide them for you within your scheduled time. If you do not have a hard drive, the engineer can send your session files via Dropbox during your session's scheduled time. If you request your session files after your session has commenced, there will be a minimum charge of forty dollars (\$40) for us to put your session files on your hard drive OR send them to you via Dropbox. Files sent via Dropbox must be downloaded within 14 days of your files being uploaded into Dropbox.
- With your approval and entirely at your discretion, we may take a quick photo of your recording. Within 24-28 hours, we share this photo with an appropriate caption on our Facebook, Twitter and Instagram. We find that this promotional tactic not only helps our studio, but provides fantastic advertising of you as artist within the music industry.

AFTER YOUR SESSION

- After your session, we encourage you to stay in touch with your engineer or producer for any edits or revisions needed. However, your engineer will not always be able to assist you in booking your next session. The only way to book studio time is to call our office at 844-822-7003.

- If you would like your session files (the PreSonus Studio One 5), after your session has commenced, there will be a minimum charge of forty dollars (\$40) for us to put your session files on your hard drive OR send them to you via Dropbox. Files sent via Dropbox must be downloaded within 14 days of your files being uploaded into Dropbox.
- Studio Drives will be cleared every six (6) months. To ensure that your files are not forever lost, be sure to obtain them during or soon after your session.
- We will be in contact with you via email and phone to ensure that you received the highest quality customer service while at Ax'cess Production Studios. We often ask for a testimonial to publish on our website and further promote you as an artist in our community.

EDITS & REVISIONS

- Although we use PreSonus Studio One 5 as our DAW (Digital Audio Workstation), we primarily use analog equipment in all of our tracking and mixing sessions which contributes to our superior sound quality! To recall a session, it can take up to 10-30 minutes just to be fully setup prior to doing any revisions.
- For this reason, there is a minimum charge of \$40 for edits or mix revisions of any kind. Normal hourly rates apply for anything over 30 minutes worth of work. This policy excludes mix packages and bundles which will be specified upon booking.

GENERAL POLICIES & REGULATIONS

- For the comfort of all staff and clients, please refrain from smoking inside the studio. Our designated smoking areas are located on the outside of the building.
- All illegal drug substances and weapons of any kind that are harmful or disruptive are strictly prohibited inside of Ax'cess Production Studios.
- We reserve the right to deny entry or refuse business without refund, liability or compensation if the circumstances so require.
- Ax'cess Production's policies and regulations are subject to change without notice.
- Use of Ax'cess Production's logo on paper fliers, digital fliers, CD's, DVD's, banners or other promotional material is strictly prohibited without official written release by management.

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