

# Terms and Conditions for The Monday Loft

Effective Date: 06/11/2023

## 1. General Terms:

- **Booking Confirmation:** Your booking is confirmed once you receive a confirmation email from us.
- **Studio Access:** Access to the studio is subject to availability and the terms outlined in your booking.
  - **Equipment Use:** Please use all equipment provided by The Monday Loft responsibly and in accordance with any instructions provided.
- **Liability:** The Monday Loft is not responsible for any loss or damage to personal items or equipment brought into the studio.
- **Code of Conduct:** We expect all clients to adhere to a professional and respectful code of conduct while using our studio.
  - **Health and Safety:** It is your responsibility to comply with all health and safety guidelines and regulations while on the studio premises.

## 2. Cancellations and Refunds:

At The Monday Loft, we value your time and commitment to our creative services. We understand that sometimes plans change. This policy outlines our refund process for cancellations

- **Full Refunds:** You are eligible for a full refund if you cancel your booking at least 48 hours prior to the scheduled session.
- **Refund Process:** Please allow 5-10 business days for refunds to be returned to you. Keep in mind that bank holidays and annual holidays may affect processing times.
- **Cancellation Procedure:** To cancel a booking, please email us at [info@themondayloft.com](mailto:info@themondayloft.com) with your booking details.
- **Late Cancellations:** Cancellations made within 48 hours of the booking start time & No-Shows are non-refundable.
- **Early Cancellations:** Cancellations made more than 48 hours before the booking start time are fully refundable.

### 3. Rescheduling:

Rescheduling your booking is possible under certain conditions.

- Rescheduling Window: Rescheduling must be requested at least 48 hours before your booked time slot. Rescheduling requests made within 48 hours of the booking start time will be treated as a cancellation request.

### 4. Studio Rules:

- No Eating or Drinking: Eating or drinking is strictly prohibited in the studio.
- Late Bookings: Late bookings may result in a reduced booking time, a time extension is subject to availability and is charged at an additional £75 per hour for extended time.
- Set-Up and Take-Down: Booking time includes set-up and take-down time.
- Accident Liability: The Monday Loft is not responsible for any accidents that may occur in the studio.

### 5. Damage Fees:

In the event of damage to equipment, the studio, or furniture after your booking, a damage fee will be applied. The fee is determined based on the extent of the damage, with a maximum limit of £300.

### 6. Privacy:

Your personal information and any data collected are subject to our Privacy Policy.