



SOUNDS WILDE® VOICE REEL SERVICES

TERMS & CONDITIONS

Please read this policy carefully to avoid losing your deposit payment and any cancellation fees.

Deposits and Final Balance Payment

1. All voice reel/demo packages and voice reel/demo recording sessions are subject to a non-refundable deposit, paid in advance, with the balance paid on receipt of the final invoice or in cash on the day of the voice reel/demo recording session.
2. Deposit payments are accepted by electronic bank transfer (BACS) or PayPal and must be made **no later than 2 weeks in advance of a voice reel/demo session** or by the deadline given by Sounds Wilde if the booking has been made less than two weeks in advance of a session date
3. If a deposit has not been received prior to the deadline (2 weeks or otherwise), your voice reel/demo session may be cancelled. Your voice reel/demo recording session cannot be confirmed without receipt of a deposit.
4. Final balance payments are accepted by bank transfer or Paypal.
5. You may pay the balance of the total cost in advance through bank transfer or Paypal or with cash on the day of the session, if you prefer. Please advise Kirsty in advance of the session if you will be paying in cash on the day.
6. Cheques and card payments cannot be accepted

Booking Confirmations

1. All bookings will be confirmed by email as soon as possible following receipt of the deposit.
2. Providing character breakdowns are received 2 weeks in advance of the session date, scripts and formal booking confirmation will be sent around 1 week before the confirmed day of your voice reel/demo session, or as soon as possible if the voice reel/demo session is booked for less than 2 weeks in advance. If character breakdowns are received later than 2 weeks in advance of the session, scripts will be delivered as soon as is feasible, which may be 2-3 days before your session.
3. If you require your scripts to be sent sooner, please notify Kirsty and she will do her best to accommodate your requirements.

Cancellation, Rescheduling and Refunds

1. All voice reel/demo bookings are subject to a non-refundable deposit, paid in advance by the Client. By paying this deposit, the Client agrees to the following points covered by this agreement. All policies are implemented at the discretion of Sounds Wilde®.
2. All pencilled bookings remain unconfirmed until a deposit payment has been received.
3. Deposit payments must be made no later than fourteen (14) days prior to a recording session date and time for voice reel/demo sessions, unless an alternative arrangement has been agreed with Kirsty by email. If a deposit has not been received by the original deadline, or by a new deadline agreed with Kirsty, the voice reel/demo session will be cancelled and the client will be advised by email.
4. **Sessions in the Sounds Wilde studio and remote recording sessions:** There is no penalty for cancelling or requesting a reschedule for a session. Confirmed bookings for sessions in the Sounds Wilde studio or remote recording sessions which are cancelled by the Client before the recording session must be rebooked for a date within 30-90 days of the original confirmed booking date.
5.
 - a. **Sessions in external studios:** There is no penalty for cancelling or requesting a reschedule for a session more than 48 hours in advance of the session date. Confirmed bookings which are cancelled by the Client before the recording session must be rebooked for a date within 30-90 days of the original confirmed booking date.
 - b. Cancellation or re-schedule requests received within 48 hours of the session date will incur a £100 cancellation fee to cover studio hire costs, covered by the deposit payment. If a Client wishes to rebook the voice reel/demo session, they will be charged the full fee, including the deposit.

6. If the Client notifies Kirsty within 30 days of the original booking date that they are unable to rebook a session within the 30-90 day period as specified in 4. and 5. (above) and they still wish to go ahead with booking a voice reel/demo session, a private agreement will need to be reached with Kirsty.
7. If a session is not rebooked within the 30-90 day period specified in 4. and 5. (above) and the Client does not notify Kirsty that they wish to rebook the session by the end of the calendar year, the Client will lose their deposit and will have to pay the full fee (including deposit), should they wish to rebook the session for a future date.
8. If the Client requests a session to be rebooked more than once, the total balance of fees must be paid in advance of the new session date.
9. Should Kirsty or Sounds Wilde[®] need to cancel the voice reel session the client will be contacted in advance to reschedule the booking. If a reschedule is not possible, Kirsty or Sounds Wilde[®] will refund the deposit in full. In the unlikely event that Kirsty or Sounds Wilde[®] needs to cancel a session, at least 24 hours notice will be provided where at all possible, however Sounds Wilde[®] reserves the right to cancel a session or move the start time of a session at any time leading up to a session.
10. Cancellation or rescheduling of bookings may cause a delay to the receipt of your finished voice reel. Kirsty will advise you of the expected delivery date in your voice reel session.
11. If, during the recording session, a client needs to leave the session due to health issues, vocal issues or any other reason, the client should discuss alternative arrangements with Kirsty or Sounds Wilde[®] to complete the session.
12. No refunds to a deposit nor discounts on the full balance (after a finished voice reel is received) will be given if a recording session has either been completed or part-completed.
13.
 - a. All recordings (whether of new clips or re-recordings of scripts recorded in the original session) made after the original session has finished will be subject to fees of £30/hr for recording and mixing. Re-recordings can only take place in the Sounds Wilde studio, or in a remote recording session directed by Kirsty. New recordings of any of the scripts provided as part of the package, which have been recorded in a home or personal studio without direction by Kirsty, will not be accepted.

- b. Additional recording sessions which have been scheduled as the result of an original session being halted partway through due to ill health or other reasons will not be charged, but the additional recording session, plus the time taken for the original recording session, may not exceed the total time allocated to record for that package. E.g. if a Gaming Character Voice Reel session was booked and the original recording session was halted after three hours of recording, additional recording sessions may not exceed 3 hours as the total recording time allocated for the package is 6 hours.
14. The deposit covers payment of the preparation work performed by Kirsty prior to the recording session, including consultations (email, phone or Skype), advice, creation and compilation of a bespoke set of scripts for each client. All deposits are non-refundable for these reasons once scripts have been delivered. A part-refund of the deposit for an Animation Character Voice Reel, Gaming Character Voice Reel or Radio Drama Reel may be agreed in exceptional circumstances, at Kirsty's discretion. No refund will be given for deposits for Special Deal or Special Offer packages under any circumstances.

Scripts

1. If a confirmed booking is cancelled altogether by Sounds Wilde and the deposit has been refunded, the scripts already provided will be withdrawn.
2. If a confirmed booking is cancelled altogether by the client and they have not requested a date for a reschedule within 90 days, any scripts already provided may be withdrawn and adapted for other clients.
3. All scripts are copyright to Sounds Wilde and may not be used for recording outside of sessions at the Sounds Wilde studio or sessions produced by Sounds Wilde.

Vocal Health

1. Vocal health is the responsibility of the client. Clients should expect that their voices will become tired during a long session and should plan to bring food to maintain energy levels if they feel they may need it. Water, tea and coffee will be available in the studio throughout the session. Please see <http://www.soundswilde.com/preparing-for-your-voice-reel-session> for more information
2. Kirsty accepts no responsibility for the vocal health or the deterioration of the vocal quality of any client during a recording session. Kirsty will do her utmost during the recording session to ensure the client is provided with water and other beverages as necessary, regular breaks and as much time as necessary to produce quality recordings.

3. It is assumed that once you arrive at the recording session, you are in good physical and vocal health, to the extent that you can proceed with a full recording session. If you feel this may not be the case or if you are in any doubt, please *contact Kirsty in advance* to discuss rearranging your recording session. If you feel your vocal performance has deteriorated during a recording session, due to ill health or other reasons, please see 10. under **Cancellation, Rescheduling and Refunds** above.

Voice Reel Editing

1. Voice Reel Editing covers editing pre-recorded clips supplied by the client into a new reel and adding music and sound FX to existing pre-recorded voice-only clips supplied by the client.
2. Work will begin on editing on the same date that the cost and delivery times have been agreed with the client by email or email confirmation following a verbal agreement.
3. By agreeing to the delivery date and costs, Sounds Wilde commits to providing the finished product and the client commits to paying the full fee on receipt of the finished product.
4. If the client cancels the work at any point following written agreement, the full fee will still be payable.
5. No refunds or part refunds shall be given on voice reel editing work.

Receiving your finished Voice Reel

1. After your recording session, your finished Voice Reel will be provided via Dropbox within 5-6 weeks from the date of the session (depending on the package), or as otherwise advised by Kirsty or Sounds Wilde[®]. As a minimum you will be provided with the following:

Radio Drama Reel

- final mixes of all individual recorded pieces
- dry (voice-only) copies of the final versions of all individual pieces
- **1x 1min30s - 2min radio drama reel** (master compilation mix)

Animation Character Voice Reel

- final mixes of all individual recorded character clips
- dry (voice-only) copies of the final versions of all character clips
- dry version of the final demo
- **1x 1min30s - 1min45s animation character demo** (master compilation mix)

Gaming Character Voice Reel

- final mixes of all individual recorded character clips
 - dry (voice-only) copies of the final versions of all character clips
 - dry version of the final demo
 - **1x 1min30s - 1min45s gaming character demo** (master compilation mix)
2. You can request any changes or revisions to your voice reel, to be made within 30 days from the date you are sent your completed voice reel. Any subsequent requests for changes after 30 days has elapsed, will be charged at £10 per request. Please note: changes do not include re-recordings of any of the scripts provided or any other scripts, including mixing re-recordings done in a home studio or any other studio. Any requests for re-recordings will be charged at a standard rate of £30/hr for recording and/or mixing. Re-recordings can only take place in the Sounds Wilde studio or as part of a remote recording session directed by Kirsty. Please see above under **Cancellation, Rescheduling and Refunds** for further details.
 3. If changes are requested, Kirsty/Sounds Wilde[®] will do their utmost to clarify the changes via email and phone calls so that they can be made as accurately as possible. It is your responsibility as the client to provide all details requested and to describe your requested changes as accurately as you can, to reduce confusion and misunderstandings. If you are unhappy with the changes made after full clarification has been provided, please contact Kirsty to discuss.
 4. Changes can only be requested up to 30 days from the date you are sent your finished voice reel. After final payment has been made, any requested changes to your voice reel will be charged as a new job at standard Sounds Wilde[®] studio rates.
 6. All reels provided will be in a format suitable for upload to Spotlight, personal websites, agency sites and other casting websites.
 7. Your voice reel files will be available on Dropbox for a minimum of 2 months. After this time, they will be removed and archived. If you wish to receive copies of your files after they have been removed from Dropbox, please contact Kirsty and she will arrange for copies to be sent to you.
 8. Once your reel is ready, you may be asked to provide a short written testimonial for Sounds Wilde[®] voice reel services. By providing this testimonial by email or any other written format you agree for this to be used in perpetuity for any marketing or promotional activities for Sounds Wilde[®] as Kirsty sees fit, to include but not exclusive to, social media and the Sounds Wilde website.

Other Notes

The Sounds Wilde[®] studio has a studio cat. Bess is a short-haired, friendly, cat who is not allowed in the voice booth or the studio during voice reel sessions (unless invited) but may be around the rest of the live/work space during your session. If you are highly allergic to cats, please contact Kirsty before the session to discuss whether alternative arrangements need to be made.

There is no off-street parking is available at the Sounds Wilde® premises. On-street parking in nearby streets requires a visitors parking permit, which will incur an additional cost and must be ordered in advance. If you think you will require a visitors parking permit, please advise Kirsty at least 3 weeks in advance so she can advise of the additional cost and order the required permit.

For any questions or concerns, please contact Kirsty at:

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07930689132

<http://www.facebook.com/soundswilde>

Twitter: @soundswilde

<http://www.soundswilde.com/>