



SOUNDS WILDE® VOICE REEL SERVICES

TERMS & CONDITIONS

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

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®.

Deposits and Final Balance Payments

1. All voice reel/demo packages and voice reel/demo recording sessions are subject to a **non-refundable deposit**, payable in advance. All pencilled bookings remain unconfirmed until a deposit payment has been received.
2. Deposit payments are accepted by electronic bank transfer (BACS) or PayPal and must be made **no later than fourteen (14) days 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. The only exception to this is when an alternative arrangement has been agreed with Sounds Wilde® by email.
3. A voice reel/demo recording session cannot be confirmed without receipt of a deposit.
4. If a deposit has not been received prior to the deadline (fourteen days or otherwise), the voice reel/demo session may be cancelled.
5. The balance of the package is payable upon receipt of the final invoice. Final balance payments can be accepted by bank transfer or Paypal. The balance of the total cost may be paid in advance of the recording session, providing this has been agreed with Sounds Wilde® in advance.

6. Cheques and card payments cannot be accepted for deposit or final balance payments.

Booking Confirmations

1. All bookings will be confirmed by email as soon as possible following receipt of the deposit.
2. Providing character descriptions/breakdowns are received **fourteen (14) days in advance of the session** date, scripts and formal booking confirmation will be sent around one (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 two (2) weeks in advance.
3. If character breakdowns are received later than fourteen (14) days in advance of the session, scripts will be delivered as soon as is feasible, which may be two to three (2-3) days before your session.
4. If you require your scripts to be sent sooner, please notify Sounds Wilde[®] and Kirsty will do her best to accommodate your requirements.

Cancellation, Rescheduling and Refunds: General

1. If a deposit has not been received no later than fourteen (14) days prior to a recording session date and time or by a new deadline agreed with Sounds Wilde[®] (see under Deposits and Final Balance Payments), the voice reel/demo session will be cancelled and the client will be advised by email.
2. Should Sounds Wilde[®] need to cancel a recording session, the Client will be contacted in advance to reschedule the booking.
3. If a reschedule is not possible and the deposit has already been paid, Kirsty or Sounds Wilde[®] will refund the deposit in full.
4. In the unlikely event that a session needs to be cancelled by Sounds Wilde[®], at least 24 hours notice will be provided where at all possible, however Sounds Wilde[®] reserves the right to cancel a session at any time leading up to a session.

5. **Cancelling and rescheduling: Studio recording sessions**

- a. Studio recording sessions are defined as sessions that take place at The Voice Republic Studios in Oval, London.
- b. Cancelling or re-schedule requests received from the Client more than forty-eight (48) hours in advance of the session date and start time will incur no penalty charge.
- c. Cancellation or re-schedule requests received from the Client within forty-eight (48) hours of the session date and start time will incur a £50 cancellation fee to cover studio hire costs, on top of the deposit payment.
- d. Cancelled or rescheduled sessions must be rebooked for a date within 6 months of the original confirmed booking date.
- e. If a rescheduled or cancelled session is not rebooked for a date within 6 months of the original confirmed booking date, the Client will lose their deposit.
- f. If the Client wishes to rebook the session once six (6) months has elapsed from the original confirmed booking date, they will be charged the full amount of the package.

6. **Cancelling and Rescheduling: Remote recording sessions**

- a. Remote recording sessions are defined as sessions where the Client records or is recorded in their home studio or another studio and is directed remotely by Sounds Wilde® via Skype audio, Cleanfeed, ipDTL or another remote direction service.
- b. There is no penalty for cancelling or requesting a reschedule for a remote recording session.
- c. Cancelled or rescheduled remote recording sessions must be rebooked for a date within 6 months of the original confirmed booking date.
- d. If a rescheduled or cancelled remote recording session is not rebooked for a date within 6 months of the original confirmed booking date, the Client will lose their deposit.
- e. If the Client wishes to rebook the remote recording session once six (6) months has elapsed from the original confirmed booking date, they will be charged the full amount of the package.

7. Cancellation or rescheduling of bookings may cause a delay to the receipt of your finished voice reel. You will be advised of the expected delivery date in your voice reel session.
8. If, during the recording session, a Client needs to leave or end the session due to health issues, vocal issues or any other reason, the client should discuss alternative arrangements with Sounds Wilde[®] to complete the session.
9. 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.

Additional Recordings and Re-Recordings

1. 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 a studio recording session at The Voice Republic, or in a remote recording session directed by Sounds Wilde.
2. New recordings of any of the scripts provided as part of the package which have been recorded in a home studio or other studio, without direction by Sounds Wilde, will not be accepted.

Scripts

1. If a confirmed booking is cancelled altogether and the deposit has been refunded, all original scripts already provided will be withdrawn.
2. If a confirmed booking is cancelled or rescheduled at the Client's request and a new recording date has not been agreed within six (6) months, any original scripts already provided will be withdrawn.
3. All original scripts are copyright to Kirsty Gillmore and Sounds Wilde and may not be used for recording outside of sessions produced or directed 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 will be available throughout studio sessions. Please see <http://www.soundswilde.com/preparing-for-your-voice-reel-session> for more information.
2. Sounds Wilde accepts no responsibility for the vocal health or the deterioration of the vocal quality of a Client during a recording session. Water and regular breaks will be provided as much as necessary.

3. Unless they advise otherwise, it is assumed that a Client is in good physical and vocal health, to the extent that you can proceed with a full recording session. If a Client is in any doubt, please contact Sounds Wilde in advance.
4. If a Client feels their vocal performance has deteriorated during a recording session, due to ill health or other reasons, please see 8. 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 dry (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 upon 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 five to six (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:

Audio Drama Reel

- dry (voice-only) copies of the final versions of all individual pieces
- **1x 2 - 3min audio 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. Changes or revisions must be requested within 30 days from the date of delivery of the finished voice reel.
 3. Any subsequent requests for changes after 30 days have elapsed and before the final balance has been paid, will be charged at £10 per request.
 4. 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.
 5. 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.
 6. Any requests for re-recordings will be charged at a standard rate of £30/hr for recording and/or mixing. Please see above under **Cancellation, Rescheduling and Refunds** for further details.
 7. 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 the responsibility of The Client to provide all details requested and to describe requested changes as accurately as possible, to reduce confusion and misunderstandings.
 8. If a Client is with the changes made after full clarification has been provided, please contact Sounds Wilde to discuss.
6. All reels provided will be in a format suitable for upload to Spotlight, personal websites, agency sites and other casting websites. Other formats e.g. VoiceZam are available on request.
 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 Sounds Wilde.
 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[®] to include but not exclusive to, social media and the Sounds Wilde website.

For any questions or concerns, please contact Kirsty at:

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