



**Woodley Moss LTD Terms and Conditions
for Experience Gifts**

Terms and Conditions

Definitions

“**Booking**” means the agreed time and date of the Experience duration between the Customer/Recipient and the Company.

“**Company**” means Woodley Moss LTD trading as Woodley Moss Studios.

“**Customer**” means the person that has purchased an Experience.

“**Experience**” means any of the Gift Experience products as advertised on the website that is purchased by the Customer.

“**Recipient**” means any the person whom the Experience was purchased for by the Customer, as identified on the letterhead.

“**Company**” means Woodley Moss LTD trading as Woodley Moss Studios.

“**Premises**” means the premises containing Woodley Moss LTD located at Little Normanby, Main Street Normanby, Scunthorpe DN15 9HZ.

“**Recording**” means any single or multi-track audio and/or audio-visual recording of one or more pieces of recorded sound or Visual Media recorded or used during the Booking or which is the subject of any types of work carried out in the Studio related to the Experience.

“**Staff**” means the staff and/or representatives of the Company.

“**Studio**” means the recording studio and equipment specified in the Booking Form.

“**Visual Media**” means any video/visual content, edited or originally recorded as a result of any work carried out in the Studio related to the Experience

1.0 Bookings & Cancellations

- 1.1 To successfully book an Experience, the Customer must follow the instructions as laid on on the attached letterhead that is sent to the Customer upon purchase of an Experience. The Customer must contact the studio directly in order to book their Experience.
- 1.2 Booking an Experience is subject to studio availability and studio opening times as stated on the website. We advise booking your Experience promptly and well in advance to avoid disappointment.
- 1.3 Once you book an Experience day with the Company, the Customer is bound by the Company's Terms & Conditions as stated in clause 1.0 of the 'Woodley Moss LTD Terms & Conditions For Studio Hire' document. Once the Company has confirmed the date of the Booking, it is not possible to change the Booking date unless the Company agrees to the change.
 - 1.3.1 In the event of a cancellation and the Customer has ordered a physical Gift Certificate, we reserve the right to keep the full amount charged for the Gift Certificate.
 - 1.3.2 The Booking shall be deemed confirmed by the Company when digital and/or physical confirmation has been sent to the Customer.
- 1.4 In the event that the Company cannot rearrange the date of the Booking, a refund may not be issued to the Customer.
- 1.5 In the unlikely event that the Company needs to cancel the Experience after the Booking has been confirmed, the Company will contact the Customer using the contact details provided and a refund may be issued subject to circumstances.
- 1.6 In the event of a cancellation, the Company will not be held liable for any and all costs of lost travel expenses, pre-booked accommodation costs or any other external costs incurred.
- 1.7 We ask that the Recipient of the of the Gift Certificate arrives at te studio 15 minutes before the allotted time on the Booking.
 - 1.7.1 In the event that the Recipient arrives late to the studio, the Recipient assumes all liability and accepts that the Company reserves the right to maintain the original duration of the Booking.

2.0 Validity

- 2.1 All Experience Gift Certificates are valid for exactly 12 months from the date of purchase.
- 2.2 All Gift Certificates are to be redeemed before the expiry date or will otherwise be considered invalid.
- 2.3 The expiration date of a Gift Certificate may be extended for an additional 6 months for the administrative fee of £20 as long as the extension is requested whilst the Gift Certificate is still in date. To arrange this, the Customer must speak with Staff directly.

3.0 The Experience

- 3.1 The Staff will communicate the order of proceedings to the Customer to achieve a successful Experience.
- 3.2 Whilst We will do everything we can to achieve to record the number of tracks stated on the Experience, the Recipient accepts that this is sometimes not always possible to do so within the allotted duration of the Experience. Therefore, our Staff reserves the right to assess and, if deemed necessary, alter the progression of proceedings on the day in order to achieve the best possible result given the circumstances. This may result in the Recipient leaving the experience with less finished tracks than anticipated. Tips on how to have the most successful Experience is stated on the letterhead sent to the Recipient.
- 3.3 Whilst the Company generally accepts spectators to accompany the Recipient for the duration of the Experience, We reserve the right to ask anyone to leave the Premises at any time, particularly if their behaviour is deemed inappropriate.
- 3.4 Any and all Equipment that is brought to the studio by the Recipient or any accompaniments is to be thoroughly tested and determined to be safe for use. The Company reserves the right to reject any equipment not belonging to the Company at any time.
- 3.5 The Recipient shall adhere to clause 3.4 and any and all other relevant clauses of the 'Woodley Moss LTD Terms & Conditions For Studio Hire' document, where the Recipient of this document is identified as The Client on the latter document.

4.0 Additional

- 4.1 Clauses 4, 5, 6, 8, 9, 10, 11 and 12 of the 'Woodley Moss LTD Terms & Conditions For Studio Hire' document, where the Recipient of this document is identified as The Client on the latter document, also applies to the to this document.