

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 made within 48 hours of booking.

- **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 with your booking details.
- **No Refunds Within 48 Hours:** We do not offer refunds for cancellations made within 48 hours of the booking start time.

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.