



General Client Information

(last updated 08/01/2024)

The following paragraphs are general information regarding directions and protocol as a client of Blueprints. Please read the following carefully and email us at info@blueprintsaudio.com if you have any questions.

BOOKING POLICIES

A 50% deposit is required to book and schedule studio time. The remaining balance is due in full the day of your session or upon the completion of the project if being completed by the engineer afterwards.

For first time clients, 100% of the payment is due in advance to confirm the booking. A 3% credit card fee is added to all credit and debit card payments.

If a session is to go beyond the allotted time of the original booking, it is at the Studio staff's discretion to extend or schedule additional time.

Studio time that has been purchased must be used within 24 months of payment. Any "special offers" require use of paid studio time 12 months after the date of purchase. The client who is listed on the invoice as the payee owns the masters once the entire session is paid in full.

All payments are final and non-refundable.

RESCHEDULING POLICIES

Please notify Studio staff 48 hours in advance if you need to reschedule.

If you provide **less** than 48 hours notice, the initial 50% deposit is forfeited. *Staff reserve the right to apply your deposit towards future studio time or bookings.*

CANCELLATION POLICIES

If for any reason you need to cancel your studio time completely, please notify Studio staff immediately. For all cancellations, the initial 50% deposit is forfeited and non-refundable.

TARDINESS POLICIES

Appointment times have been arranged specifically for you. If you arrive late, your session may be shortened in order to accommodate others whose sessions follow yours. Depending upon how late you arrive, your engineer will then determine if there is enough time remaining to start the session. Regardless of the length of the session, you will be responsible to pay for the entire session.

Out of respect and consideration to your engineer and other clients, please plan accordingly and be on time.

BEFORE YOUR SESSION

We use ProTools HD which is the industry standard in a tracking/mixing room. If you do not use ProTools, be sure to upload or bring any audio files/stems to us before or on the day of your session (if applicable).

You can use either a thumb drive or hard drive to bring in your session files or tracks. Otherwise we encourage the use of online file sharing services like WeTransfer, Dropbox or Google Drive. Please send those links to info@blueprintsaudio.com.

EQUIPMENT

The Studio Equipment is for Sound Engineers use only. Please do not touch/use unless directed by the Sound Engineer.

In the event a piece of studio gear owned by Blueprints or any part of its facility becomes damaged by you, or anyone in your party, due to negligence, accident, or willful act, you agree to provide monetary compensation in the amount of full replacement value of the damaged item. Damage to studio property of any kind that is a result of anyone in the client's party or group will be billed to the client.

Blueprints is not responsible for lost, damaged, or stolen gear left behind. Any property left past 30 days will become the property of Blueprints unless other arrangements are made.

STORED MEDIA

Session media will only be released when full payment for the session is received. Once session media has been turned over to the client Blueprints is no longer expected to maintain a backup copy of the session unless other arrangements have been made in writing. We recommend that each client make a back-up copy of the sessions immediately. Session media left beyond 30 days due to nonpayment become the property of Blueprints. Blueprints is not responsible for any unrecoverable data. Session media includes multitrack renders, stems, and any finished material or alternate versions of finished material as agreed upon with the engineer prior to the session.

We are not liable for storing your recorded material. Please bring a portable hard drive to obtain them during or shortly after your session. ***If you would like your raw session files please bring a portable hard drive the day of your session so the engineer can provide them for you within your scheduled time.*** If you do not have a hard drive, the engineer can send your session files via a file transfer service (WeTransfer/Dropbox/Google Drive/etc.) during your session's scheduled time. If you request your session files after your session, regular hourly billing will apply.

ADDRESS

We are located at 911B Tungsten St, near the corner of Tungsten Street and Central Ave (the other half of the Buhler Mechanical building). Parking is available in the front of the building. If no spots are available, there is overflow parking available at the back. The main entrance is at the front of the building. Upon arrival please ring the doorbell or call (807) 251-3376 to let us know you're here.

FOOTWEAR

In order to keep our facility clean, please bring a pair of indoor shoes, slippers, or socks, as we kindly ask that you remove any outside footwear by the front door. Shoe coverings may be provided.

GUESTS

We recommend that only individuals essential to the session be present during the booked time. Please contact us if you would like to request to bring guests with you to your session. You can email us at info@blueprintsaudio.com, or call us at 807-251-3376. Studio staff reserve the right to deny entry to guests that have not been approved.

Clients/guests under 16 years of age must be accompanied by a parent or legal guardian.

HOSPITALITY

For multi-day sessions there is a set of keyed lockers for personal belongings. There are two unisex bathrooms available on site. Additional amenities include a kitchenette with Keurig coffee maker, microwave, refrigerator, and a water cooler.

FOOD / DRINK

Outside food or drinks are allowed in the lobby area. Beverages are allowed in the studio rooms but only if kept in a sealable container. Any spills that cause damage to the studio or equipment will be billed to the client.

ALCOHOL / TOBACCO / DRUGS

Liquor of any sort is not permitted to be consumed on the premises. If a member of your party comes to the studio intoxicated, we reserve the right to ask them to leave the premises.

Smoking (including legal recreational drugs, vaping, etc.) is not permitted inside the facility. There is no smoking allowed outside within 9 meters of any entrances. All illegal drug substances and weapons of any kind are strictly prohibited.

We reserve the right to refuse service or cancel a session if a client or their guests appears to be under the influence of any illegal substance, or displaying behavior deemed unprofessional by the studio staff. This would also cause termination of agreements and possible loss of future contracts with our studio. The client will still be billed for the booked session to compensate for time loss, damages and inconvenience caused by an incident.

PETS / SCENT-FREE

There are no pets allowed unless approval is obtained by Studio staff. Additional cleaning fees may be applied. In order to better serve our clients with scent sensitivities we recommend clients not wear heavy fragrances, perfumes or colognes when in the studio.

HUMAN RIGHTS / ANTI-DISCRIMINATION

Our studio is intended to be a safe space for artistic and creative expression in an inclusive environment. Discriminatory, hate speech, or any behavior felt to be derogatory or disrespectful or harmful to the staff, clients or community at large will not be permitted. All individuals (including staff) are required to conduct themselves in a professional manner and refrain from engaging in discrimination or harassment.

All staff and clients have the right to be free from discrimination and harassment based upon characteristics protected under the Ontario Human Rights Code. This includes but is not limited to age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, receipt of public assistance, record of offences, sex and sexual orientation.

Blueprints will make every reasonable effort to ensure that no staff or client is subjected to unlawful discrimination or harassment. If staff become aware of a potential incident of discrimination or harassment, Blueprints will investigate the complaint or incident in a fair, timely and confidential manner.

BOOKING TERMINATION AND BANS

Please note that failure to respect the studio rules, studio staff, or other bookers, will result in immediate termination of your booking and can result in a permanent ban from Blueprints.

GENERAL POLICIES

We reserve the right to deny entry or refuse business without refund, liability or compensation if the circumstances so require.

Blueprints' policies and regulations are subject to change without notice.

SOCIAL MEDIA

We reserve the right to post any photo or video taken within the premises. This includes posting "Behind the scenes" footage of your session to be used in future social media, commercial or other visual medium, unless first communicated otherwise.

We often ask for a testimonial to publish on our website and further promote you as an artist in our community.

RENTALS

Arrival

We recommend arriving at our studio before the start of your booking so that you can check in with our staff and find out where our bathrooms and amenities are located.

Explicit Content

We reserve the right to refuse recording or filming of explicit or pornographic content.

Active Flames

No active flames are permitted in the studio.

Staff Check-ins

Our studio staff can check the rooms during your studio time if we hear loud noises, dragging of furniture, or suspected violation of studio rules and/or safety. They will knock on the door before entering and give you a warning before coming in.

Departure

Our staff will visit your studio room within 10 minutes prior to the end of your booking to ensure that the room is left in its original condition. Furniture and props need to be moved back to their original place and all garbage must be placed into garbage cans. A cleaning fee of \$40-\$120 may be charged if the Studio is not suitable for the next client.