



Policy, Protocol, and Revision

Facility Contact:

Jason Wolf

jason@tripletonestudios.com

(505) 264-8008

BOOKING POLICIES

- Session Date and Time holds automatically expire after 72 hours if not booked.
- If you're a new client, a Credit Card hold authorization form must be filled out and submitted to TripleTone to book your session.
- 50% deposit required at time of booking. The remaining balance due Net 30 upon receipt of invoice. If payment does not post in Net 30, the Credit Card authorization hold will be charged for your remaining balance due.
- Accepted payments include wire transfers (required for international transactions), credit card, payment apps (i.e. Zelle) and payment websites (i.e. Bill.com). Checks and cash are not accepted.
- Certain special packages set up by TripleTone will require payment in full at the time of booking.
- All Facility time officially booked on our calendar MUST be used within the time allotted. If technical difficulties occur, it is TripleTone's discretion to reschedule and/or provide unused hours for future booking.

RESCHEDULING POLICIES

- Please notify Facility contact at least 48 hours in advance if you need to reschedule.
- If you notify Facility contact to reschedule in LESS than 48 hours, the initial 50% deposit is forfeited. This action is required to prevent the loss of re-booking the Facility, Mixer(s) and Staff to another Client. Money spent beyond the initial 50% deposit that is not used, can go toward future Facility time / booking.

CANCELLATION POLICY

- If for any reason you need to cancel your Facility time completely, please notify Facility Contact immediately. For all cancellations, the initial 50% deposit is forfeited and non-refundable – no exceptions.

TARDINESS POLICIES

- Appointment times have been arranged specifically for you. If you arrive late, your session may be shortened to accommodate following scheduled sessions. Depending upon how late you arrive, the Facility Contact will determine if there is enough time remaining to start the session.
- Regardless of the length of your session, you will be responsible to pay for the entire session initially booked with the Facility.
- Out of respect and consideration to the Facility, staff, and other clients, please plan accordingly and be on time.

BEFORE YOUR SESSION

- We use AVID Pro Tools for all audio postproduction tasks. Pro Tools is the standard in our industry. If you do not use Pro Tools, be sure to provide stems to us at least 24 hours before your session.
- Stems / Tracks can be delivered via Cloud-based platforms or delivered to the facility via hard disk drive.
- Cloud-based platforms such as Google Drive, DropBox, iCloud, et. al. can be utilized based on your production delivery protocol. Please ensure large files / directories are uploaded and accessible to us at least 24 hours before your session.
- We encourage you to review a map of our location, parking and building access info.

DURING YOUR SESSION

- Editing / transferring project files are all done within your session time.
- Any additional file transfer, to and from the facility, to support your session is counted as booked session time.
- Communication, phone calls, conferences, and remote links, either scheduled or impromptu, count towards your session time.

AFTER YOUR SESSION

- Debriefing for deliverables and quality are at your discretion. After your session, we encourage you to stay in touch with the Facility for any edits or revisions needed.

- If edits / revisions are needed, we will prioritize your requests as “first in line”, however, the Facility may not be able to guarantee immediate booking or remedy. Prompt follow-up communication is highly suggested to ensure proper attention and scheduling.
- Facility database / hard drives will be cleared every six (6) months. To ensure that your files are properly delivered to you and archived, be sure to obtain all data during or soon after your session.
- We will be in contact with you via email and phone to ensure that you received the highest quality customer service while at TripleTone.
- We often ask for testimonial statements for internal assessment and to publish on our website for service promotion.

EDITS & REVISIONS

- Edits and Revisions are outlined in our agreement, please refer to your TripleTone Studios Project Agreement.
- Quality of Service is our number one priority and we're here to see your project succeed. If any revisions / edits need to be made following your session, consult the Facility Contact to schedule proper attention.

FACILITY POLICY

- Our house is your house. Reside and create accordingly. We aim to provide a comfortable, enjoyable environment for you and Facility staff.
- Comfort creature amenities provided as set forth in our agreement.
- Specifics, both technical and environmental are outlined in our agreement, think about the things that will make you happy while you're with us, and we will accommodate.
- For the comfort of all staff and clients, please refrain from smoking inside the Facility. Designated smoking areas are posted on property.
- All illegal drug substances and weapons of any kind that are harmful or disruptive are strictly prohibited inside of TripleTone and on property.
- We reserve the right to deny entry or refuse business without refund, liability, or compensation if circumstances so require.