

SUGAR STUDIOS

Terms & Conditions

Film, Photography Studios & Event Space | London | 2026–27

The terms and conditions as set out below need to be accepted prior to studio hire. Please read carefully and tick the box on the booking form to signal your acceptance.

Booking

Bookings will only be confirmed on receipt of full payment for hire, holding deposit, and completed booking form.

Pencil Challenge

If you are held on a 1st pencil, and another client wants to challenge this, we will need a completed booking form, full payment and holding deposit within 24 hours to secure the booking or the pencil will be released.

Holding Deposit

We require a holding deposit of £1,000 + VAT which will be returned at the end of the booking, minus any deductions due to damage, additional waste removal, overtime or losses incurred because of a breach of any of our stated terms.

Deposit Return — 24-Month Claim Period: In order for the holding deposit to be returned, the client must provide Sugar Studios with valid bank account details and any other information reasonably required to process the return within twenty-four (24) months of the date of the booking to which the deposit relates (the "Claim Period"). If the client fails to provide the necessary details within the Claim Period, the client's entitlement to the return of the deposit shall lapse absolutely and Sugar Studios shall be entitled to retain the deposit in full. This provision does not affect Sugar Studios' right to make any deductions from the deposit which are properly due under these Terms and Conditions. Clients are strongly advised to provide their bank details promptly following the conclusion of their booking.

Balance

We require the balance of payment for studio hire to be settled prior to arrival. Any additional equipment hire must also be settled prior to arrival / on receipt of invoice.

Booking Changes & Cancellation

Studio hire booking times can be changed where available and as discussed and agreed in writing with the studio manager, subject to a Re-Booking Fee:

- Seven days' notice provided: re-booking fee equal to 10% of total booking fee
- Three days' notice provided: re-booking fee equal to 20% of total booking fee
- Less than three days' notice: re-booking fee equal to 30% of total booking fee

Cancellation of a studio booking will be subject to the following Cancellation Fees:

Bookings in length of 1-3 days (non-consecutive or consecutive)

- 7 or more days' notice provided: No cancellation fee.
- 3 to 6 days' notice provided: cancellation fee equal to 50% of total booking fee
- Less than 3 days' notice provided: cancellation fee equal to 100% of total booking fee

Bookings in length of 4 or more days (non-consecutive or consecutive)

- 60 or more days' notice provided: No cancellation fee.
- 30 to 59 days' notice provided: cancellation fee equal to 50% of total booking fee
- 14 to 29 days' notice provided: cancellation fee equal to 75% of total booking fee
- Less than 14 days' notice provided: cancellation fee equal to 100% of total booking fee

Any reduction to the number of booked days following confirmation will be treated as a partial cancellation and will be subject to the above cancellation terms. Where discounted package pricing has been agreed, Sugar Studios reserves the right to re-price the booking to reflect the revised scope of hire. Days will be calculated from the submission and receipt of the booking form.

Noise

Noise levels must be kept to an appropriate level during studio hire. Any requirement for excessive noise levels must be discussed and signed off by Sugar Studios prior to acceptance of booking.

Studio Times

Sugar Studios' standard hours are Monday–Friday 09:00–18:00, and upon request Saturday/Sunday 10:30–16:30. If you require studio hire outside of these times (arrangement must be made in advance) or if unplanned additional studio time is required, overtime fees apply as follows:

Time Band	Pre-arranged OT	Unplanned OT	Notes
07:00 – 22:00	£150 + VAT/hr	£250 + VAT/hr	Must be pre-arranged
22:01 – 00:00	£250 + VAT/hr	£350 + VAT/hr	
00:01 – 06:59	£350 + VAT/hr	£500 + VAT/hr	

Facilities

All bathroom consumables (toilet roll, soap, hand towels) will be provided by Sugar Studios and replenished daily. Any additional requirements must be pre-arranged and will carry a charge. Sugar Studios is a dry hire venue.

There is limited on-site parking; access must be agreed with studio management at the time of booking. The ramp outside the main doors must not be used for parking unless permission is given by studio management.

Power

There is limited three-phase power (32A) which must be requested at the time of booking. There is ample single-phase (16A / 32A) power in all studios.

Should you require an additional generator, this must be pre-arranged with Sugar Studios and will be at an additional charge.

The Infinity Stage and Greenscreen have Space Force LED lights available for use during the booking period. Studio management will explain basic operation (brightness/white-to-yellow spectrum). Advanced or complex lighting use will require an experienced lighting technician.

Electricity

All electricity charges are included in your studio hire fee.

Set-Up and Take-Down Time

Loading-in logistics MUST be fully communicated to studio management prior to arrival to avoid potential issues.

All clients are required to include set-up and take-down/clean-up time within the hours booked, to avoid overtime/additional studio time fees. Any unplanned additional studio time will be invoiced and due for immediate payment; the holding deposit will only be released once all outstanding balances have been settled, including overtime and catering.

No materials or equipment must be left outside the hired space (corridors, etc.). The studios will be cleaned daily, after 18:00 or before 09:00.

Studio Condition / Waste / Cleaning / Damage and Repair

All clients, and anyone who attends the studio in association with the client, must leave Sugar Studios in a 'reasonable state' — meaning the studio hired and any communal areas used should be left in the condition in which they were found prior to client occupancy, allowing for standard wear and tear.

Sugar Studios reserves the right to charge a reasonable fee for any cleaning above the expected requirements and/or waste removal required. Standard waste is inclusive of all bins provided throughout your hired area.

Should additional waste removal be needed (anything above the bins provided), a skip can be arranged at an additional cost and must be arranged and paid for prior to arrival on site.

The client is responsible throughout the duration of the hire to ensure that no breakages, damages or losses are caused to the property of Sugar Studios. This includes maintaining good decorative order and ensuring no alterations are made without prior written consent.

All equipment used, whether owned or hired, is used at the client's risk. Sugar Studios will not be liable for any loss or damage to materials, props or equipment except where such loss or damage is due to the negligence or malicious intent of Sugar Studios or any employee or engaged party of theirs.

On arrival, it is the client's responsibility to document any pre-existing damages to the studio space and inform studio management, and also to notify them if any equipment is not in working order or not acceptable. Sugar Studios will use best endeavours to replace such items within 24 hours of notification.

The client may erect signage deemed reasonable by Sugar Studios for directional, notifying and privacy purposes. Such signage may not be permanent fixtures, nor use fixings that require repairs to walls once removed. If the client's alterations are not returned to the original state, costs will be recovered from the client's holding deposit.

Minors

Clients must ensure that any minor (under the age of 16) is accompanied by a chaperone at all times. Permission must be obtained for minors to be at the studio and to be photographed or filmed as relevant.

Marketing

Any use of Sugar Studios' name, logos or assets must be authorised in advance by Sugar Studios' management.

Force Majeure

Notwithstanding any other terms of this Agreement, neither the Company nor the client shall be under any liability for any failure to perform any of its obligations under this Agreement due to Force Majeure. Following notification by Sugar Studios to the Client of such cause, Sugar Studios will be allowed a reasonable extension of time for the performance of its obligations. For the purpose of this condition, 'Force Majeure' means:

- Act of God, explosion, flood, tempest, fire, or accident
- War or threat of war, sabotage, insurrection or civil disturbance
- Acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority
- Import or export regulations or embargoes
- Strikes, lock-outs or other industrial actions or trade disputes
- Difficulties in obtaining raw materials, labour, fuel, parts or machinery
- Power failure or breakdown in machinery

Soundproofing

Sugar Studios does not have a soundstage. Clients are advised to visit the site prior to booking to ascertain that the ambient noise level is acceptable for their purposes. Sugar Studios will endeavour to keep noise from any adjacent workshop to a minimum and ensure louder construction is not carried out during the working/hired hours of 09:00–18:00. Please discuss your shoot and sound requirements with management prior to booking.

Health & Safety

At the start of the hire, studio management will provide a H&S brief and go through emergency procedures and responsibilities with the client. A copy of our Fire Evacuation Procedures will be provided prior to your booking, and Fire Evacuation maps are displayed in every studio.

Our management are first-aid trained, and first aid points are located in the main reception and within the Big Space.

Any accidents (no matter how minor) must be notified to studio management as soon as it is safe to do so, so that H&S procedures can be followed.

Any use of smoke or mist machines must be notified to management prior to the booking.

Sugar Studios' full H&S policy will be provided upon booking. Please note Sugar Studios does not allow controlled explosions of ANY kind on site.

Inclusivity Policy

Sugar Studios aspires to be an inclusive space for everyone, without fear of being marginalised, harassed or made to feel unwelcome. We have a zero-tolerance policy of racism, sexism, homophobia, bi-phobia,

transphobia, ableism or prejudice based on age, ethnicity, nationality, class, gender, gender presentation, language ability or religious affiliation. If you feel unsafe or threatened, please report this to any member of staff immediately.

Anyone who does not adhere to this policy will be asked to leave immediately, which will constitute a breach of contract. In this instance the deposit will be refunded, however no refunds will be applicable on the hire fee.

Public Liability

The client must hold appropriate public liability insurance for all persons they are bringing to the studio, to cover any accident, injury or death during the hired period.

Termination

Sugar Studios reserves the right to terminate any booking or hire contract if the client is found to be in breach of any of these terms and conditions.

Data Protection

Sugar Studios will collect and process personal data provided by the client in connection with bookings and studio hire in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data will be used solely for the purposes of managing bookings, processing payments, and communicating with the client as necessary.

Sugar Studios will not share personal data with third parties except where required by law or as necessary to fulfil the booking (for example, with payment processors). Clients have the right to request access to, correction, or deletion of their personal data at any time by contacting studio management. Sugar Studios' full Privacy Policy is available upon request.

Limitation of Liability

To the fullest extent permitted by law, Sugar Studios' total liability to the client in connection with any booking — whether in contract, tort (including negligence) or otherwise — shall not exceed the total studio hire fee paid by the client for the booking giving rise to the claim.

Sugar Studios shall not be liable for any indirect, consequential or economic loss including (without limitation) loss of profit, loss of revenue, loss of opportunity or reputational damage. Nothing in these Terms and Conditions limits Sugar Studios' liability for death or personal injury caused by its own negligence, or for fraud or fraudulent misrepresentation.

Late Payment

All invoices are due for payment on the date stated. Where any sum due to Sugar Studios remains outstanding beyond the due date, Sugar Studios reserves the right to charge interest on the overdue amount at the rate of 8% per annum above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date until the date of actual payment.

Sugar Studios also reserves the right to withhold the release of the holding deposit until all outstanding sums have been settled in full.

Applicable Law

All agreements shall be governed by the laws of the United Kingdom.

By giving your consent on the Booking Form, you agree to abide by the above Terms and Conditions.