Terms and Conditions

Sutherland Labs is part of Sutherland Global Services UK Limited, registered in England and Wales No. 05604336.

Registered Office: 30 St Mary Axe, 33rd Floor, London, EC3A 8EP.

You, the customer, by signing the booking form are confirming your booking with Sutherland Labs and agreeing to the terms and conditions regarding cancellations and postponements. Any changes after the signed booking form is received must be agreed in writing with the Studio Manager.

**Facilities:**

Sutherland Labs will not accept liability should the venue contain competitive clients

Sutherland Labs does not accept responsibility for disturbances outside the facilities control such as a noise disturbance, power failure, weather, transport disruptions. Sutherland Labs are not responsible for any expenses incurred by the customer as a result of any loss or damage if materials are stored at the facility.

Any proposals provided by Sutherland Labs is valid for 1 month from the date issued. Sutherland Labs reserve the right to revise any proposals after this date.

All proposals will be quoted in GBP’s.

Sutherland Labs full working days are 9am – 6pm Monday to Friday. Evening hourly rates are applicable from 6pm. Any booking requiring the facilities after 6pm must give three days notice to the studio team and agree to evening hourly rate.

**Payment:**

The customer shall pay in GBP sterling the charges made by Sutherland Labs in respect of the use of facilities within 30 days of the submission of an invoice by Sutherland Labs unless otherwise agreed in writing by both parties.

VAT (20%) is not included on our proposals but will be added on to the final invoice to all UK customers. Customers exempt from VAT are still required to provide Sutherland with their VAT number.

**Liability:**

Sutherland Labs shall be liable for any loss or damage suffered by the customer only so far as such loss or damage is attributable to neglect acts or omissions of Sutherland Labs employees or agents in the provision of facilities.

**Confidentiality:**

Where the facilities are provided by the customer in order to enable the customer to provide service to a third party, the identity of that third party and the nature of the services provided to that third party by the customer shall be treated as confidential information by Sutherland Labs, and Sutherland Labs will not use or permit the disclosure of use of such information other than to those employees of Sutherland Labs who need to know such information for the provision of facilities, such employees being informed of the confidential information and agreeing to be bound by this term of agreement as if a party hereto.

**Publicity:**

Either party shall have the right to make reference to the use of the facilities in press releases or promotional materials with the prior consent of the other. This consent shall not be unreasonably withheld.

**Customers Order:**

Unless specifically agreed otherwise in writing by the customer and Sutherland Labs, the terms contained in and purchase order or any other form of contract document issued by the customer to Sutherland Labs shall not apply in any way whatsoever to the performance of the facilities except for the purpose of specifying the customers contract reference number(s) and the customers relevant invoicing address(es).

***Please note our building has no disabled access.***

Cancellation Policy

I understand that payment of the above mentioned costs must be made in full if a confirmed booking is cancelled in less than one full working day. 75% payment for less than 3 full working days, 50% for less than 6 full working days and 25% for less than 7 working days. In case of postponement, no charge will be made for 7 full days notice, 25% for less than 6 full days notice and 50% for less than 3 full days notice and 75% for less than 1 full days notice.

Sutherland Labs use the services of third party recruiters for any fieldwork research. For cancellation of recruitment projects 100% payment for all participants already recruited will be chargeable.