

MNAV – MUSIC NEPAL AUDIO VISUAL

Studio Booking, Payment & Cancellation Policy

This policy governs the booking and use of all professional facilities operated by **Music Nepal Audio Visual (MNAV)**.

1. Facilities Covered Under This Policy

This policy applies to the following MNAV facilities:

- **SAGARMATHA** – Dolby Atmos Film Mixing Stage
- **ANNAPURNA** – Edit Suite
- **DANPHE** – Digital Intermediate (DI) / Color Grading Room
- **LHOTSE** – Mixing Room
- **DHAULAGIRI** – Recording & Control Room
- **MANASLU** – Multi-Purpose Hall

Each facility is purpose-built and allocated based on **project scope, technical requirements, and availability**.

2. Booking Enquiry & Confirmation

- All studio bookings must be initiated through:
 - The MNAV website booking enquiry form, or
 - Authorized MNAV contact channels.
 - Upon receiving a booking enquiry:
 - MNAV will review the creative, technical, and scheduling requirements.
 - A **customized package and commercial proposal** will be discussed and confirmed based on the scope of work, duration, and facility requirements.
 - A formal booking confirmation will be issued once mutual agreement is reached.
 - A booking is considered **tentative** until the required advance payment is received.
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3. Advance Payment & Booking Hold

- To secure and confirm a booking:
 - **A minimum of 50% advance payment** is required.
 - In exceptional cases, a **minimum of 30% advance** may be accepted at MNAV's discretion.
 - The remaining balance must be settled:
 - Prior to the commencement of the confirmed session, or
 - As otherwise agreed in writing by MNAV management.
 - MNAV reserves the right to release unconfirmed bookings if advance payment is not received within the agreed timeframe.
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4. Room Allocation & Scope of Use

- Bookings are confirmed based on:
 - Approved facility
 - Agreed session duration
 - Defined scope of work (mixing, editing, grading, recording, rehearsal, event, etc.)
 - Any extension beyond the confirmed booking:
 - Is subject to availability
 - May require revised commercial terms
 - Facilities may only be used for their intended professional purpose unless prior approval is obtained.
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5. Cancellation Policy

Client-Initiated Cancellations

Notice Period

Cancellation Terms

7 days or more

Advance may be credited for rescheduling

24 hours – 2 days

Up to **50% of advance forfeited**

Notice Period Cancellation Terms

Less than 24 hours 100% of advance forfeited

No-show Treated as full cancellation

- Credits (where applicable):
 - Are non-transferable
 - Subject to studio availability
 - Must be utilized within the validity period
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6. Rescheduling Policy

- One reschedule may be accommodated without penalty if requested **at least 7 days in advance**, subject to availability.
 - Additional rescheduling requests or short-notice changes may incur administrative or adjustment charges.
 - MNAV does not guarantee availability of the same facility or preferred dates for rescheduled bookings.
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7. MNAV-Initiated Changes

MNAV may reschedule or cancel a booking due to:

- Technical or equipment constraints
- Safety or compliance requirements
- Force majeure or operational considerations

In such cases, clients may opt for:

- Rescheduling to the next available slot, or
 - A full refund of any advance paid.
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8. Payment Discipline & Credit Terms

- All outstanding payments must be cleared within the agreed timeline.
- A **maximum credit period of one (1) month** may be extended at MNAV's discretion.

- Failure to clear dues may result in:
 - Suspension of ongoing sessions
 - Withholding of deliverables
 - Escalation through MNAV's administrative process
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9. Access, Conduct & Studio Compliance

- Registration & Access Control
 - All clients, artists, engineers, vendors, and representatives must register at the MNAV front desk upon arrival before accessing any studio or restricted facility areas.
 - Access will only be granted after verification and completion of required formalities.
- Mandatory Facility Walkthrough
 - A brief walkthrough and orientation will be conducted by the front desk or authorized MNAV personnel prior to first-time access.
 - The walkthrough will cover:
 - Studio layout and access zones
 - Safety protocols
 - Equipment handling guidelines
 - Emergency procedures
 - General conduct expectation
- Conduct, Safety & Technical Compliance

All individuals on MNAV premises must **strictly adhere to**:

 - Studio conduct standards
 - Safety and security protocols
 - Technical and equipment usage guidelines

Important: Unauthorized handling, modification, or relocation of studio equipment is strictly prohibited.

- Operational Authority

MNAV reserves the right to suspend, pause, or terminate sessions without liability in cases of:

 - Misconduct or unprofessional behaviour

- Non-compliance with studio rules or staff instructions
 - Safety risks or operational disruptions
 - Damage or misuse of equipment or facilities
 - Loss, Damage & Liability
 - Any loss, damage, or breakage to MNAV property, equipment, or facilities must be fully compensated by the responsible party, whether intentional or unintentional.
 - MNAV reserves the right to assess damages and determine repair or replacement costs accordingly.
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10. Deliverables & Data Responsibility

- Clients are responsible for:
 - Reviewing outputs before leaving the facility
 - Collecting all agreed deliverables and backups
 - MNAV shall not be liable for data loss after formal handover of materials.
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11. Final Authority

- All booking, payment, allocation, and cancellation decisions rest with **MNAV Management**.
 - MNAV reserves the right to amend this policy without prior notice.
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Contact

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