

TERMS AND CONDITIONS

What are the available payment methods?

You can pay with MBWAY, Revolut or through a bank transfer.

What are the payment conditions?

You will need to pay 50% upon booking to ensure availability, and the remaining 50% on the day itself.

Bank charges must always be paid by clients.

Can I arrive early to set up or leave later to disassemble and clean?

The booked hours include setup time, disassembling and cleaning. Because we might have back-to-back booked sessions it is imperative that you use only the time that you booked.

Can I extend my session for longer than the booked time?

Yes, as long as there are no other bookings after yours, you're welcome to extend your session, but you must confirm with us before. Extra hour fees will then apply.

Extra Hour on Weekdays: 40€+VAT/hour

Extra Hour on Weekends or After Hours (before 9am or after 8pm): 50€+VAT/hour

I've booked more hours than needed. Can I get a refund for the time I didn't use?

Unfortunately, we cannot refund you for the time you booked and did not use, since we have reserved the space for you for the requested amount of time.

What if I need to postpone the booking to another date?

Please send us an email to hello@storyinabox.pt informing us of the new date you want to book the studio, so we can check availability and process the rebooking. If you postpone 5 working days or more before the session date you won't be charged (you'll just pay the remaining 50% on the new day you want to book). If you postpone 4 working days or less before the session you will be charged an extra 15%.

How can I cancel a confirmed booking?

If you need to cancel please email us at hello@storyinabox.pt. If you cancel 5 working days or more before the session date you will only be charged 50% of the total value (corresponding to the pre-payment needed to confirm your booking). If you cancel 4 working days or less before the session you will need to pay the full amount.

Is there anything I need to do once my booking time ends?

Please make sure the studio is clean and tidy once you finish your session. The studio must be left the same way you found it or we will charge you a 40€ cleaning fee.

Can I wear shoes on the studio?

In the working area of the studio (especially in the white cyclorama area) you must be barefoot, use socks or shoe protections (offered by the studio). Exceptions happen for models/actors who need to wear shoes for the project's purpose.

Is eating and drinking allowed in the studio?

Yes, at the office / lunch area. You're welcome to bring your own food and drinks. The studio has a fridge, microwave, coffee machine, paper cups and tea kettle. For your convenience, we can provide coffee capsules, tea sachets, bottled water and/or snacks at the studio for an extra fee. Please be mindful of where you eat and drink so as to not make any damage. Eating and drinking at the white cyclorama area is strictly prohibited.

Coffee Break Prices:

Coffee Capsules, Tea Sachets and Bottled water – 2,50€ per person in the studio

Coffee Capsules, Tea Sachets, Bottled water and snacks (bananas/ cookies/ palmiers/ chocolates assortment – 5€ per person in the studio

Can I order catering?

Yes, we can provide you with a catering service (prices upon request) or you can order it yourself. It may be served at the office / lunch / lounge area (orange area in the floorplan). Please be mindful of where you eat and drink so as to not make any damage. Eating and drinking at the white cyclorama area is strictly prohibited.

Can I bring my pets?

Unfortunately, no, pets are not allowed in the studio (except for guide dogs accompanying a visually impaired person) to prevent any damage to the white cyclorama area or technical equipment. However, if you'd like to book the studio to photograph or film your pet, we may open an exception under certain rules (please contact us at hello@storyinabox.pt).

I need more lights than the ones included with the studio rental. Can I request them during my booked session?

Yes, if they're available at the studio during your booking session, you can request them for an extra fee.

Does the studio have video surveillance?

Yes.

What is your policy in case of damage or dirt on the Infinity Wall (white cyclorama)?

Stepping or leaning on the curved area and back wall of the Cyclorama is strictly prohibited. If objects are needed on the white floor (lights, props, furniture, etc), they must be placed carefully, and must never, under any circumstance, be dragged. If any damage is verified, whether accidental or due to negligence, a fee of €1500 + VAT will be charged.

What is your policy in case of damage or dirt on the paper backdrops?

In case of damage to the paper backdrops, whether accidental or due to negligence, a fee of €10 + VAT will be charged per meter.

What happens if we inadvertently damage the studio or equipment?

If any damage occurs in the studio during the rental, whether accidental or due to negligence, the corresponding payment should be made at the time by the responsible person for the rental. In the case, for example, of the fall of a Small Rig LED Light, a fee of €400 + VAT will be charged. In the case of the fall of a Swit Led Panel Light, a fee of €600 + VAT will be charged.

www.storyinabox.pt/studio

www.storyinabox.pt/studiofaq

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