FREQUENTLY ASKED QUESTIONS

 **1. When is overtime charged?**
 If your job requires you to start earlier than 8:00am or later than 7:00pm we charge $100.00/hour.  Please advise us as far in advance as possible if you forsee overtime.  Similarlily, call times for our Sprinter before 8:00am are billed at the $100.00 per hour.

**2. Can merchandise and props be delivered to the studio before the shoot day?**
Album will apply a holding fee for storage if we're able to take it in.  Please discuss your needs when booking to ensure we can accommodate appropriate space for your product.  In all cases, items delivered before or left after a shoot are strictly at the risk of the client.  Album cannot assume any responsibility for loss or damage.

**3. Are studios available for half days, or weekends?**
Yes, any of our studios can be booked for an AM or PM half-day, *except for Studio C on weekends*.  This studio is only offered for half days Monday to Friday.  All others are available 7-days a week, and there is no extra charge for weekend bookings.  Be aware that the Equipment Department is not open on Saturday-Sunday so equipment needs to be sorted by Friday for weekend needs.

**4. Can we capture audio in any of the studios?**
None of our studios are soundproof. If you require a studio in which you can control the amount of ambient noise in order to capture clean audio, Album is not the right choice for you.

**5. How does equipment rentals work when a studio is booked?**
Simple.  Once the studio is booked a reservation is begun with a unique reference number. The Rental Department can then add equipment to this same reservation and you will see the total charges for both on one document.  On the morning of your rental the equipment you ordered is normally delivered and waiting for you in the studio.  When you are finished please repack the equipment and leave it in the studio.  Our staff will return it to rentals for checking in and your invoice will be finalized.

**6. Does Album offer delivery or pick up services?**
The van that is dedicated to the Equipment department roams the city most days delivering and picking up rental gear.  If you have props or items you need picked up and brought to the studio for your shoot, please let us know and we can quote you for that service.

**7. Can the studio walls be painted for our shoot?**
Album routinely has all of our studios and common areas repainted to keep them fresh.  If clients need or want to paint any of the walls within the studio they must be repainted back to the original colour before leaving.  This MAY require several coats in order to cover properly which may lead into overtime charges.  Please discuss this with your Booking Manager to ensure there are no other issues.

**8. Is there any equipment included with the studio rental?**
Yes, each studio has a fairly common list of items that are included for your use.  This includes C stands, sandbags, apple boxes, AC cords, V flats, tables, etc.  Please look at the online description for a complete list per studio.  Any items needed beyond what is listed can be requested and, if available, will be added to your contract.

**9. Is there parking at Album?**
With the exception of Studio C, there is some parking provided at each of our studios.  Check the website for specfics.  If you are shooting at our main studios at 92 Geary Avenue, there is also 1-hour paring on Geary Ave. and all-day parking on Dovercourt, north of Geary Ave..

**10. What are the pick up and return times for equipment?**
In many cases we are flexible with this but, occasionally, we do have clients return very late without contacting us which can affect the next renter.  Here are our "standard" guidelines for rentals.  Please let us know if you need early pick up or late drop off.  Last pick up time is 5:30pm (depending on location) and Rentals is closed at 6:00pm.

* 1 day (weekday) - 24 hours from pick up
* 1 day (weekend) - Friday at 3:00pm until Monday at noon
* 1 week - 7 days from pick up time.  This is billed as 3 days
* Half day - 5 hours or less from pick up
* Over night - pick up between 3:00-6:00pm, return by 9:00am