ON3 Studio Booking Terms & Conditions

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ON3 is a furnished creative space for photography, content creation, recording, podcasting and gatherings. These terms explain what your booking includes, your responsibilities and what happens if arrangements change.

1. Your booking agreement

Your agreement consists of:

- These terms, provided before you book.
- The booking summary or written quote you accept.
- Any specific conditions expressly agreed in writing.

Your booking summary identifies the space, approved activity, access times, attendance, inclusions, extras, price and payment requirements.

A specifically agreed written condition takes priority over a conflicting general condition for that booking. It does not remove rights that cannot lawfully be excluded.

Website photographs show examples of the studio and previous activities. Access is determined by your selected booking and its description. If a particular item, layout or feature is essential, please confirm its availability before booking.

The person making the booking must be at least 18 and authorised to book on behalf of any named organisation.

2. When a booking is confirmed

Instant bookings: Your booking is confirmed when payment succeeds and ON3 issues a booking confirmation.

Requests and enquiries: Submitting a request or receiving an estimate does not confirm availability. Confirmation requires ON3's written acceptance and the payment specified in the accepted quote.

A payment acknowledgement alone does not confirm an enquiry awaiting approval. If ON3 cannot accept it, money paid for that unaccepted booking will be refunded.

Dates are not reserved by informal discussions or unpaid quotes unless ON3 expressly confirms a temporary hold and its expiry.

3. Prices and payments

Prices are in Australian dollars. The amount payable, including GST and known mandatory charges, will be shown before acceptance.

Unless the accepted booking states otherwise:

- Instant studio bookings are paid in full when booked.
- Events require a 50% part-payment to confirm.
- Event balances are due 48 hours before access begins.
- Bookings accepted within that period require full payment when confirmed.

A booking payment is credited toward the total. Calling it a deposit does not make it automatically non-refundable.

If payment is overdue, ON3 will notify you and provide a reasonable opportunity to pay, taking account of the time remaining before access. If payment remains outstanding, ON3 may suspend access or cancel. Any cancellation charge is assessed under section 13.

Additional services must be agreed before supply, except reasonable action urgently required to address an immediate safety risk or prevent further damage.

ON3 will not charge a stored payment method for additional amounts without appropriate authority. Disputed charges will be explained and supported by evidence.

4. Booking time, arrival and extensions

Your access period includes:

- Arrival and unloading.
- Setup and equipment checks.
- Your shoot, session or event.
- Pack-down, resetting and departure.

Late arrival or delays caused by your team do not extend the finishing time. If ON3 causes a material delay, we will agree an appropriate remedy, which may include additional time where available or a refund for affected service.

Extensions require approval, availability and compliance with operating limits. A rate cap or discounted package does not automatically reserve more time.

Unexpected overtime: A 15-minute grace period is allowed solely for final pack-down and departure. It is not additional shooting, recording or event time.

After that grace period, additional access is charged in 15-minute increments at the extension rate disclosed for your booking. Additional staff or supplier costs must be reasonable and disclosed or evidenced. ON3 may require departure at the agreed time where another booking or operating restriction prevents an extension.

5. Included areas and approved use

Use only the areas and equipment expressly included in your booking.

Editorial & Personal photography

Includes exclusive use of the cyclorama and designated couch setting beside it, with selected furniture and props within those areas. The wider lounge and general prop collection are excluded. Other studio areas may remain in use.

This offering is for personal portraits, portfolios, test shoots and independent non-commercial projects.

Commercial photography

Includes exclusive use of the main production floor, cyclorama, furnished settings and approved props within the booked area.

Brand campaigns, product photography, business promotional content and client productions require Commercial booking, even if no photographer is being paid.

Recording and podcast bookings

Include the named room and allocated equipment. Other rooms and the main production floor are excluded unless expressly added.

Events

Include only the approved event areas, attendance, activities and access period recorded in the booking.

Shared amenities remain accessible as described. Balconies, storage, offices and other restricted areas require express permission.

If your requirements change, contact ON3 before arrival. We will explain any necessary change of offering and price before you accept it. An unsuitable booking does not automatically grant wider access.

6. Equipment, furniture and props

Handle all items carefully:

- Lift furniture and equipment; do not drag them.
- Obtain approval before moving heavy, fragile or fixed items.
- Photograph the arrival layout if rearranging approved items.
- Return items to their original position unless an alternative reset arrangement is included.
- Do not remove items from the premises.
- Do not alter fixed wiring, routing, safety equipment or installations without permission.

Only listed or expressly agreed equipment is included. Professional photography lighting, specialist equipment, operators and other extras are additional unless stated otherwise.

An equipment bundle replaces its included individual items. ON3 will not charge twice for the same equipment.

If booked equipment becomes unavailable, ON3 will discuss a suitable replacement, price adjustment or other appropriate remedy. We will not substitute a materially different service without your agreement.

7. Cyclorama care

Where cyclorama access is included:

- Use the flat surface only.

- Do not step, sit, lean or place equipment on the curved transition.
- Keep soles clean and use approved protection.
- Never drag furniture, stands or equipment across it.
- Do not apply adhesives, paint or other materials without approval.

You are responsible for reasonable remediation costs for damage attributable to your team's failure to follow these requirements. Ordinary wear is not treated as damage.

8. Recording and podcast responsibilities

For self-operated sessions, an initial equipment handover is included. Continuous engineering, production, editing, mixing or mastering is not included unless expressly booked.

Check computer, software, interface and recording-media compatibility before arrival. Allow time for a test recording, playback and saving files within your access period.

Podcast recording media

Bring either:

- A compatible laptop with suitable recording software and the required USB connection; or
- A compatible microSD card with sufficient free space.

Alternatively, select:

ON3 recording media and audio upload: $45 + GST, $49.50 total per booking.

This service includes temporary use of ON3 recording media and delivery of the recorded audio through a download link. It does not include a memory card to keep, editing, mixing, mastering or video delivery.

Unless otherwise agreed before booking:

- Audio is supplied as an unedited stereo WAV recording.
- Multitrack delivery must be requested and confirmed before recording.
- The download link is sent within three business days after the session.
- Files remain available for 30 days from delivery.
- Download, check and back up your files within that period.
- Report a file problem promptly so ON3 can investigate while the files remain available.

For operated video or other production packages, the accepted quote states recording format, deliverables, revisions, delivery timing and storage period. Do not assume editing is included.

ON3 will use reasonable care in recording and handling files. These responsibilities do not exclude ON3's liability for failing to provide its services with legally required care and skill.

9. Event arrangements and staffing

Event attendance, layout, sound cutoff, access times and approved activities are recorded in the accepted booking.

You must obtain approval before materially changing:

- Attendance or layout.
- Private versus public or ticketed access.
- Music, performances or entertainment.
- Catering, alcohol arrangements or suppliers.
- Equipment, installations or special effects.

Additional charges or staffing requirements arising from a requested change will be explained before approval.

Unless expressly included:

- Bar staff, security, technicians and DJs are additional.
- The organiser supplies their own door person.
- Equipment hire does not include an operator.
- Catering, beverages and event production are not included.

Your nominated responsible organiser must remain contactable during the event.

10. Alcohol, sound and safety

BYO, catering and alcohol sales are permitted only under the arrangement approved in writing and subject to applicable licensing requirements.

No alcohol may be sold without the required lawful arrangements. Guests must comply with reasonable directions relating to responsible service, safety and conduct.

Keep exits, stairs, circulation routes and safety equipment clear.

Indoor smoking and vaping are prohibited. Open flames, candles, confetti, glitter, hazardous materials, installations and special effects require prior written approval. Do not interfere with alarms or safety systems.

Haze or smoke equipment may only be operated as approved by ON3.

Comply with the agreed sound limits and cutoff. ON3 may reasonably adjust sound levels where needed for safety, legal compliance or neighbourhood impact.

ON3 may pause an activity or remove an individual where reasonably necessary to address unsafe, unlawful or seriously disruptive conduct. Where practicable, we will explain the issue and allow it to be corrected before ending the booking. Immediate action may be taken where there is a serious risk.

Ending a booking does not automatically forfeit every payment. Charges and refunds will reflect the service supplied, responsibility for the problem, reasonable losses and applicable law.

11. Hosted-bar arrangements

A minimum-bar-spend event is available only under a tailored written quote specifying:

- The minimum eligible drinks spend.
- Access and bar-service hours.
- Included staff, equipment and any security.
- Service fees and other charges.

- Eligible sales and deposits credited toward the minimum.
- How any shortfall is calculated.

A minimum spend is not an unlimited-drinks package. Ordinary venue hire is not added again unless the accepted quote expressly identifies a separate service.

The full minimum drinks spend is not automatically payable on cancellation. The quote must identify any separate venue-reservation charge and cancellation arrangements. Otherwise, cancellation is assessed against reasonable evidenced net loss, avoided costs and replacement business, rather than treating unserved drinks as sales.

12. Reset, damage and bonds

Leave the booked area in its agreed condition. Remove belongings, supplier equipment, decorations and rubbish allocated to you in the booking.

Routine cleaning or reset included in your price will not be charged again. Exceptional cleaning, damage or missing items may be charged only where attributable to your booking and supported by reasonable evidence.

Damage charges will consider repair options, age, condition and ordinary wear. ON3 will not automatically charge the new replacement price for an older item where that would overcompensate the business.

Report spills, damage, equipment faults and safety issues promptly.

Where a bond is required:

- Its amount and due date are disclosed before acceptance.
- It remains separate from hire charges.
- ON3 will ordinarily return the undisputed balance within five business days after inspection.
- Proposed deductions will be explained with supporting evidence.
- Where a supplier assessment is pending, only a reasonable amount relating to that issue may remain held, with an update provided.
- You may question a proposed deduction.
- The bond does not limit responsibility for properly established costs exceeding it.

13. Cancellation policy

For change-of-mind cancellations, email team@on3.studio. Notice is measured from receipt to the scheduled access start, in Melbourne time. One day means 24 hours.

This process does not restrict any legal right to cancel by another valid method.

Studio bookings: photography, recording and podcast

Notice before access	Maximum cancellation treatment
At least 14 days	Reasonable unrecoverable costs already incurred
At least seven but fewer than 14 days	Up to 50% of the space-hire component
Fewer than seven days, including no-show	Up to 100% of the space-hire component

Events: private events, listening parties, workshops and activations

Notice before access	Maximum cancellation treatment
At least 30 days	Reasonable unrecoverable costs already incurred
At least 14 but fewer than 30 days	Up to 50% of the space-hire component
Fewer than 14 days, including no-show	Up to 100% of the space-hire component

How these limits apply

The percentage limits are caps, not automatic forfeitures.

The space-hire cancellation charge will not exceed ON3's reasonable net loss attributable to losing that reservation, after allowing for avoided costs and replacement revenue.

Separately approved supplier or staffing commitments may be charged only where disclosed before acceptance and genuinely unrecoverable. No cost or loss will be counted twice.

ON3 will take reasonable steps to rebook the cancelled space and time. If replacement business reduces the loss, the cancellation charge will be reduced accordingly.

Unused equipment, cleaning, staffing, service fees and bonds are not automatically forfeited. Charges will reflect actual supply or justified unrecoverable commitments.

ON3 will provide an itemised calculation. Refunds that can already be determined will be processed within 10 business days of assessment. Any adjustment dependent on replacement bookings will be assessed within 14 days after the original booking date.

Reducing confirmed hours or reserved space is treated as cancellation of the affected portion. Removing an optional extra is assessed on that extra's actual unrecoverable costs, not automatically on the entire booking value.

This section applies to customer change-of-mind cancellations, not remedies arising from ON3's failure to provide the agreed service.

14. Date changes and transfers

Date changes require availability and written agreement.

One early change may be requested:

- At least 14 days before a studio booking.
- At least 30 days before an event.

The replacement booking must occur within 90 days of the original date unless otherwise agreed.

ON3 will explain the replacement date's price and any supplier commitments before acceptance. Payments will be credited once toward the replacement booking, with any balance or refund clearly shown.

An administration charge may cover reasonable actual work, capped at:

- $55 including GST for studio bookings.
- $110 including GST for events.

These are maximums, not automatic charges.

Late changes are assessed under section 13 unless ON3 agrees to a different arrangement. A late move cannot be used to avoid a cancellation charge already arising from releasing the original reservation.

Any agreed change must record the treatment of the original reservation, credited payments and cancellation conditions for the replacement date. No amount will be recovered twice.

Transferring a booking to another person or organisation requires approval, which will not be unreasonably withheld where the use, risk, capacity and payment arrangements remain suitable.

15. If ON3 cannot provide the service

If ON3 cancels or cannot provide a material part of the agreed service, we will notify you promptly and discuss the appropriate remedy.

Payments for services not provided will be refunded where required. An alternative date, credit or substitute service will only replace a refund with your agreement.

If events beyond either party's control prevent performance, the parties' rights will be determined under applicable law. These terms do not automatically convert all payments into credits or entitle ON3 to keep all money paid.

Nothing in this section limits any entitlement to compensation or other remedies under applicable law.

16. Responsibility, belongings and content

You must take reasonable steps to ensure your guests and suppliers follow the booking conditions.

You are responsible for reasonable loss or damage caused by your or their negligent, unlawful or deliberate acts, or breach of these terms, to the extent attributable to that conduct.

You are not responsible for loss caused by ON3's negligence, misconduct or failure to meet its own obligations.

Keep personal belongings and equipment secure. ON3 does not provide a custody or insurance service unless agreed, but remains responsible where the law requires.

You are responsible for permissions needed for the content and activities you organise, including talent, music and third-party materials.

Hiring the space does not transfer ownership of your content to ON3. ON3 will obtain separate permission before using identifiable client content or testimonials for marketing.

17. Consumer rights and complaints

Nothing in these terms excludes, restricts or modifies rights, guarantees or liabilities that cannot lawfully be excluded, including Australian Consumer Law rights.

Please report concerns promptly to team@on3.studio, quoting your booking reference.

ON3 will acknowledge a complaint within three business days and aim to provide a substantive response within 10 business days, or explain what further investigation is needed.

This process does not prevent either party seeking assistance from Consumer Affairs Victoria, VCAT or a court with jurisdiction.

These terms are governed by Victorian law. Any mandatory right to bring proceedings elsewhere is preserved.

18. Privacy, access and versions

Privacy ON3 handles personal information in accordance with its Privacy Policy, available through the Privacy Policy link on our website. The policy explains how we handle booking information, payments, client production material and security footage. For privacy enquiries, contact team@on3.studio.

Access instructions and session codes are for authorised booking participants only. Do not publish them or share them beyond your group.

For arrival assistance, call 0498 453 445. If the studio will be unstaffed, separate independent-access instructions will be emailed.

The terms accepted for your booking remain applicable. Later website changes do not alter your agreement without your consent.

Bookings made through a third-party platform are also subject to that platform’s applicable terms. Where its mandatory booking, payment or cancellation rules conflict with these terms, those platform rules apply to the relevant matter.