

Creation X Recording – Frequently Asked Questions (FAQs)

Q: How do I book a session?

A: Send an enquiry through our **website contact form**, or email us directly at **creationxrecording@gmail.com**.

Q: How much is it to hire the studio?

A: Studio hire is by the hour, with a minimum booking of 4 hours. For larger projects, we will agree a fee after discussing your requirements.

Q: What are your opening times?

A: Standard hours are **10:00am – 10:00pm**. Evening sessions are available, and later times can be arranged by prior agreement.

Q: How do I pay?

A: Payment is by **BACS transfer** or via **Stripe**, our secure online payment provider. The balance must be paid in full before your booking date.

Q: Do I need to pay a deposit?

A: Yes, a **25% deposit** is required to secure your booking. Deposits are non-refundable if cancellation is within 72 hours of the session. If we can reschedule within 7 days, your deposit will be carried over. If you cancel the rescheduled date, the deposit is lost.

Q: Do you offer gift packages?

A: Yes. Gift packages must be used within **12 months of purchase**. You will receive a voucher and booking code. To book, please email: **creationxrecording@gmail.com**.

Q: How long do you keep my files?

A: Session files are stored securely for **12 months**. After that they may be deleted, so please make your own backups.

Q: Can I eat or drink in the studio?

A: Food and drink are not permitted near the equipment, but you're welcome to use the designated break area.

Q: Do I need to credit the studio?

A: If your project is produced, mixed, or engineered by **Nikki McGuinness**, credit must be given (e.g. "Produced by Nikki McGuinness at Creation X Recording"). For studio hire only, we may request a credit ("Recorded at Creation X Recording").

Q: Do you allow smoking or vaping?

A: No, smoking and vaping are not permitted inside the studio.

Q: What if I need my project finished by a specific date?

A: Deadlines must be agreed in writing when you book. Please make sure to communicate this early.

Q: What if I cancel partway through a package deal?

A: Early termination of a package project will result in full payment of the agreed quote, unless otherwise agreed in writing by the Studio.