

General Terms & Conditions

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PRE-RESERVED

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Applicable locations: Studio A, Studio B, Studio Oost, De Adelaar & Studio 101

All bookings, for every location, are handled through studio@pre-reserved.com.

Article 1. Definitions

- 1.1 PRE-RESERVED: PRE-RESERVED, registered with the Chamber of Commerce under number 71123865, the contracting party for all locations listed above.
- 1.2 Tenant: the person or organisation that requests an option or makes a booking.
- 1.3 Location: the studio or space booked, including its facilities, furniture and equipment.
- 1.4 Option: a non-binding reservation of a location for a specific date.
- 1.5 Booking: a confirmed reservation as described in article 3.
- 1.6 Booking period: the booked date(s) and times, including build-up and breakdown.
- 1.7 Guests: everyone present at the invitation or on behalf of the Tenant, including crew, cast, suppliers and visitors.
- 1.8 Shoot: a photo, film or video production. Event: an event, dinner, activation, launch, market, presentation or other gathering.
- 1.9 Additional services: anything not included in the rental fee, such as equipment, catering, staff, power and cleaning.

Article 2. Applicability

- 2.1 These T&Cs apply to every option, quote and booking at all locations listed above.
- 2.2 The Tenant's own terms and conditions do not apply.
- 2.3 Deviations from these T&Cs are only valid if PRE-RESERVED confirms them in writing. Email is sufficient.

Article 3. Options and bookings

- 3.1 PRE-RESERVED may offer a location on a first-option basis. An option is valid for up to 5 business days from the date of inquiry and is non-binding for both parties.
- 3.2 If the Tenant does not confirm within that period, PRE-RESERVED may offer the location to others after consulting the option holder.
- 3.3 A booking is final and binding as soon as the Tenant confirms the quote or booking confirmation in writing. A confirmation by email or payment of the first invoice counts as confirmation. No separate contract needs to be signed.
- 3.4 By confirming a booking, the Tenant accepts these T&Cs.

- 3.5 The person who confirms the booking is jointly and severally liable together with the organisation they represent.
- 3.6 Availability is not guaranteed until the booking is confirmed.

Article 4. Booking period and times

- 4.1 The booking period includes build-up and breakdown. The Tenant may enter the location at the booked start time and must have left it at the booked end time.
- 4.2 An event day covers a maximum of 12 hours, including build-up and breakdown.
- 4.3 At Studio Oost, every booking ends at 22:00 at the latest, including breakdown. Night-time activities are not permitted at Studio Oost.
- 4.4 The number of people is stated at booking. The Tenant may not exceed that number or the maximum capacity of the location.
- 4.5 PRE-RESERVED may change the exact space assigned within the same category until arrival, provided it is equivalent.

Article 5. Editorial and commercial pricing

- 5.1 Editorial pricing applies to projects intended for non-commercial publication, such as magazines, blogs or personal portfolios.
- 5.2 Commercial pricing applies to projects intended for profit, advertising or brand promotion.
- 5.3 Editorial shoots with a crew of 15 or more people are charged at commercial rates.
- 5.4 If a booking made at editorial rates turns out to be commercial, PRE-RESERVED charges the difference with the commercial rate afterwards.
- 5.5 Final pricing is confirmed at the time of booking. All prices exclude VAT unless stated otherwise.

Article 6. Payment

- 6.1 Shoots: 100% of the rental fee is due on confirmation and must be received before the start of the booking.
- 6.2 Events: 50% of the rental fee is due on confirmation. The remaining 50% is due no later than 7 days before the start of the booking.
- 6.3 Overtime, additional services, cleaning and damage are invoiced after the booking.
- 6.4 Invoices must be paid within 14 days of the invoice date, unless an earlier deadline applies under 6.1 or 6.2.
- 6.5 If a payment due before the booking has not been received on time, PRE-RESERVED may refuse access or cancel the booking. Article 7 then applies.
- 6.6 If the Tenant does not pay on time, the Tenant is in default without further notice. Statutory commercial interest and extrajudicial collection costs are then due.
- 6.7 The Tenant may not set off amounts or suspend payment.

Article 7. Cancellation and rescheduling by the Tenant

- 7.1 Cancellations must be made in writing by email to studio@pre-reserved.com.
- 7.2 Cancellation more than 3 days before the start of the booking: 50% of the rental fee is due.
- 7.3 Cancellation within 3 days before the start of the booking, or a no-show: 100% of the rental fee is due.
- 7.4 Costs already incurred for additional services are always charged in full.
- 7.5 Rescheduling a booking to another date counts as a cancellation under this article. The new date is a new booking.

- 7.6 Shortening the booking period or reducing the number of hours counts as a partial cancellation.
- 7.7 Weather, illness of crew or talent, cancellation by the Tenant's own client, or any other circumstance on the Tenant's side does not entitle the Tenant to cancel or reschedule free of charge.

Article 8. Cancellation by PRE-RESERVED

- 8.1 PRE-RESERVED may cancel a booking, or end it during the booking period, with immediate effect if:
- the Tenant has provided inaccurate information about the nature of the booking, the number of people or the content;
 - the Tenant lacks the necessary permits;
 - safety, property or local regulations are at risk;
 - the house rules or these T&Cs are violated;
 - the activity is illegal or harms the reputation of PRE-RESERVED or the location.
- In these cases the full rental fee remains due and no refund is given.
- 8.2 If PRE-RESERVED cancels for any other reason, payments already made for the booking are refunded. The Tenant has no further claims.

Article 9. Use of the location

- 9.1 The rental fee includes the studio space, limbo wall, internet, kitchen, toilets and changing rooms, where available at the location.
- 9.2 Props, furniture, equipment or objects present at the location may only be used with prior written agreement and may be charged.
- 9.3 The Tenant uses the location at their own risk and only for the activity stated in the booking.
- 9.4 The Tenant is responsible for supervising the location during the booking period.
- 9.5 On arrival, the Tenant checks the location and reports any existing damage immediately, with photos, by email or WhatsApp. If nothing is reported, the location is deemed to have been handed over in good condition.
- 9.6 The Tenant returns the location in the same condition as received: clean, dishes done, waste removed and furniture back in place. Additional cleaning is charged at €60 per hour excl. VAT.
- 9.7 The Tenant arranges all permits, notifications and rights required for their activity, including music rights (Buma/Sena), event permits and model or property releases.
- 9.8 If the Tenant cannot use the location for a reason on the Tenant's side, the full rental fee remains due.

Article 10. Overtime

- 10.1 If the location is not vacated at the booked end time without prior written permission, overtime is charged per started hour.
- 10.2 Shoots: €100 per hour excl. VAT.
- 10.3 Events: an event day is based on 12 hours including build-up and breakdown. Each hour beyond that is charged at 10% of the agreed day fee.
- 10.4 Overtime appears on the final invoice.
- 10.5 Overtime is only possible with permission from PRE-RESERVED and if the location is not booked afterwards. At Studio Oost, overtime past 22:00 is never possible.

Article 11. Additional services

- 11.1 Additional services must be requested and approved in advance.

- 11.2 Additional services are invoiced at actual cost after the booking.
- 11.3 PRE-RESERVED is not obliged to provide services that were not agreed in advance.

Article 12. Liability and insurance

- 12.1 The Tenant is fully responsible and liable for all Guests.
- 12.2 The Tenant is liable for all damage, loss or theft relating to the location, building, furniture, equipment, limbo wall, floors, neighbouring spaces and third parties during the booking period, whether caused by the Tenant or by Guests.
- 12.3 Damage is charged at repair or replacement cost, plus loss of income if the location cannot be rented out as a result.
- 12.4 The Tenant indemnifies PRE-RESERVED, the building owner and partner locations against all third-party claims related to the booking.
- 12.5 Fines and costs caused by the Tenant or Guests are charged in full. This includes false fire alarms, call-outs of the fire brigade or security, noise complaints and enforcement by the municipality.
- 12.6 The Tenant must have valid liability insurance. For events and productions with 15 or more people this is mandatory, and the Tenant shows proof on request.
- 12.7 PRE-RESERVED is not liable for loss, theft or damage of items, equipment, vehicles or belongings brought in by the Tenant or Guests, including in parking and loading areas.
- 12.8 PRE-RESERVED is not liable for indirect damage, including loss of income or profit, production delays, reshoots and reputational damage.
- 12.9 Any liability of PRE-RESERVED is limited to the rental fee paid for the booking concerned or, if lower, the amount paid out by its insurer. This limitation does not apply in case of intent or gross negligence by PRE-RESERVED's management.

Article 13. Force majeure

- 13.1 PRE-RESERVED is not liable and owes no compensation if it cannot deliver a booking, or can only deliver it in part, due to force majeure.
- 13.2 Force majeure includes, but is not limited to: failure of power, water, heating, internet or other utilities; extreme weather or storm damage; fire, water damage or flooding; government measures, municipal orders, pandemics or epidemics; strikes; decisions of the building owner, including closure, renovation or demolition; failure of suppliers or partner locations; burglary or vandalism; illness of key staff; and any other circumstance beyond PRE-RESERVED's reasonable control.
- 13.3 In case of force majeure, PRE-RESERVED first offers an alternative date or an equivalent alternative location. If that is not possible, PRE-RESERVED refunds the amount paid for the part that could not be delivered, minus costs already incurred. No other compensation is due.
- 13.4 Force majeure on the Tenant's side does not release the Tenant from the obligations in article 7.

Article 14. Noise

- 14.1 Sound levels must comply with local regulations at all times, at every location, for both volume and hours.
- 14.2 The Tenant immediately follows instructions from PRE-RESERVED, the building owner or the municipality to lower the volume or stop.

Article 15. House rules

- 15.1 The following is never allowed:

- alcohol;
- drugs;
- smoking or vaping inside;
- night-time activities at Studio Oost, or any activity there after 22:00;
- staying overnight or sleeping at the location;
- wet-downs in Studio B;
- blocking emergency exits, fire extinguishers or escape routes;
- more people than the agreed number or the capacity of the location;
- visitors outside the rented spaces;
- subletting or transferring the booking to another party;
- illegal activities, or content that is discriminatory or harms the reputation of PRE-RESERVED.

15.2 The following is only allowed with prior written permission from PRE-RESERVED:

- fire of any kind, open flames, candles, fireworks, pyrotechnics, smoke or haze machines;
- water, sand, paint, glitter, confetti, powder or other messy effects;
- painting the limbo wall or floor;
- drilling, nailing, screwing, gluing or taping onto walls, floors, ceilings or the limbo wall;
- hanging loads from the ceiling or structure, other than on approved truss points;
- animals;
- weapons, including replicas, which may only be used by a licensed professional;
- moving furniture or equipment of PRE-RESERVED between spaces.

15.3 Dirty dishes, waste, props and sets must be cleared at the end of the booking. Anything left behind is removed at the Tenant's expense.

15.4 If the house rules are violated, PRE-RESERVED may temporarily deny access or end the booking immediately. The full rental fee remains due, plus any costs incurred.

Article 16. Keys and access

16.1 A cash deposit may be required for keys, as specified per location.

16.2 Keys must be returned at the end of the booking period. Access codes are confidential.

16.3 Lost keys are charged to the Tenant at replacement cost, including any lock replacement.

16.4 Parking and loading only at the designated places. PRE-RESERVED is not responsible for parking fines.

Article 17. Marketing and credits

17.1 PRE-RESERVED may use material produced at its locations for its own marketing purposes. If the Tenant requires confidentiality, this must be requested in writing before the booking.

17.2 The Tenant credits @prereserved when publishing material made at the location on social media.

Article 18. Privacy

18.1 Personal data is used only to handle bookings and invoicing. It is not shared with third parties, except with partner locations and suppliers where needed for the booking.

Article 19. Complaints

19.1 Complaints must be reported in writing within 3 days after the end of the booking period.

19.2 A complaint does not suspend the Tenant's payment obligation.

Article 20. General provisions

20.1 Dutch law applies.

20.2 Disputes are submitted to the competent court in Amsterdam.

20.3 If any provision of these T&Cs is invalid, the other provisions remain in force.

20.4 PRE-RESERVED may amend these T&Cs. The version in force on the date the booking is confirmed applies.

20.5 These T&Cs are available in Dutch and English. In case of any difference, the Dutch version prevails.