

SH Studio Rentals – Service Policy

1. Nature of Service

SH Studio Rentals provides professional mobile studio equipment rentals, including softboxes, LED panels, RGB lights, tripod stands, clip-on microphones (for both iOS and Android devices), reflectors, and a mini backdrop setup with stands. Our services focus on providing flexible, high-quality lighting and studio accessories for creators, brands, and professionals. Cameras are not currently included in our rental offering but may be introduced in the future.

2. Support & Add-Ons

Setup support and shoot assistance are available upon request as add-on services. Clients may request guidance or technical help when booking, subject to availability and additional fees.

3. Booking & Payments

Bookings can be made via email or WhatsApp. Invoices are issued for confirmation, and payments can be made through bank transfer or Stripe. A 75% non-refundable booking deposit and a refundable security deposit are required to secure bookings.

4. Booking Duration & Return Window

The minimum booking duration for hourly rentals is 2 hours. An additional 1-hour courtesy period is provided at no extra cost for sorting, packing, and returning equipment. If equipment is not returned within this period, a late return fee of £15 per additional hour applies until all rented items are received and verified.

5. Refund & Cancellation Policy

Full refunds are available for cancellations made at least 48 hours before the confirmed booking date. Partial refunds apply for cancellations made within 24 hours, with a 40% retention, 35% refund, and full return of the security deposit.

6. Damage & Loss

Clients are financially responsible for any loss or damage to rented equipment during the rental period. The security deposit covers potential damages and will be refunded after inspection and verification of returned items.

7. Liability Disclaimer

SH Studio Rentals is not liable for any misuse, injury, or accidents resulting from the improper use of rented equipment. Clients are advised to handle all equipment with care and follow standard safety practices.

8. Privacy & Data Protection

We value client privacy and adhere to the UK Data Protection Act 2018 and UK GDPR. Personal information, such as names, addresses, and contact details, is collected solely for booking and rental purposes and will never be shared or misused.