

Record Production

Terms & Conditions

Version 1.0 · October 2026

AT A GLANCE	The full terms below always apply
Deposit	50% to secure your session dates
Balance	Due before final masters are released to you
Mix revisions	2 rounds of consolidated notes included
Rescheduling	Free with 7 days' notice; full session fee under 48 hours
Ownership	You own your recordings once paid in full

1. About these terms

- 1.1** These terms apply when you book record production services (recording, production, editing, mixing and mastering) with Pluto Music. "We", "us" and "our" means Pluto Entertainments Limited, a company registered in England and Wales (company number 00931447), registered office c/o Percy Westhead & Company, Hanover House, 30–32 Charlotte Street, Manchester M1 4FD. "You" and "your" means the person or business booking the services.
- 1.2** Please read these terms before you accept a quote. By accepting a quote or paying a deposit you agree to them.
- 1.3** If we have also signed a separate Service Agreement with you for the same project, the Service Agreement takes priority wherever the two differ. Anything specific written in your quote takes priority over these terms.
- 1.4** You can contact us at info@plutomusic.com or through plutomusic.com.

2. Key words used in these terms

- 2.1** In these terms:
- "Quote" means the written quote, proposal or job sheet we send you describing the work, price and timings.
 - "Project" means the work described in your Quote.
 - "Deliverables" means the finished items we hand over to you at the end of the Project.
 - "Session" means a booked block of studio time, as set out in the Quote.
 - "Masters" means the final mixed and mastered audio files of your recordings.
 - "Stems" means grouped audio tracks (such as drums, vocals, bass) exported from the final mix.
 - "Working day" means Monday to Friday, excluding bank holidays in England.

3. Quotes and booking

- 3.1** Our Quotes are valid for 30 days from the date they are sent unless they say otherwise.

- 3.2** A contract between us is formed when you accept the Quote in writing (email is fine) and we receive your deposit. Dates and resources are not reserved until both have happened.
- 3.3** Our prices are based on the scope described in the Quote. Work outside that scope is extra and we will tell you the cost before doing it.
- 3.4** Each Project is planned on a job sheet covering the number of tracks, Sessions, musicians and Deliverables. Please check it carefully; it forms part of the Quote.

4. The services

- 4.1** We will provide the recording, production, arrangement, editing, mixing and mastering services set out in your Quote, for example a single, an EP or album, or an acoustic EP.
- 4.2** Mastering is carried out by our team or by a trusted freelance mastering engineer we appoint. Either way, we remain responsible for it.
- 4.3** Sessions run for the times stated in the Quote. Time lost through late arrival counts as part of your booked time. If you want to run over, we will try to accommodate you at our standard hourly rate of £40, subject to availability.
- 4.4** Our Head of Production oversees the quality of all creative work before it is delivered to you.
- 4.5** If session musicians or other contributors are needed, we will agree the cost with you in advance and arrange them on terms that clear their performances for use on your release.

5. Your responsibilities

- 5.1** Please arrive prepared, with songs rehearsed, lyrics finalised where possible, and instruments in good working order (fresh strings, spare picks, sticks and so on).
- 5.2** You are responsible for the behaviour of anyone you bring to the studio. Guests are limited to 2 per Session unless agreed in advance.
- 5.3** Our studio is a no-smoking, no-vaping, no-illegal-substances space. We may end a Session without refund if anyone is intoxicated or behaves in a way that puts people or equipment at risk.
- 5.4** You are responsible for any damage to our equipment or premises caused by you or your guests, other than normal wear and tear.
- 5.5** You confirm that you own or have permission to use any songs, lyrics, samples or other material you bring to the Project. If you use a sample, you are responsible for clearing it before release.

6. Approvals and revisions

- 6.1** When we send you a mix, please gather all your feedback (and that of anyone else involved) into a single set of written notes. Your Quote includes 2 rounds of mix revisions per track.
- 6.2** Please send notes within 14 days of receiving a mix. If we don't hear from you within 30 days, we will treat the mix as approved and move to mastering.
- 6.3** Further revision rounds, or changes requested after you have approved a mix or master, are charged at £40 per round per track, or at our standard rate of £40 per hour for larger changes.

7. Fees and payment

- 7.1** A non-refundable deposit of 50% of the Project fee is payable to secure your Session dates. The deposit is non-refundable except as set out in the Cancellation section.
- 7.2** The balance is due before we release the final Masters to you. We will send you watermarked or reduced-quality previews until it is paid.
- 7.3** Invoices are payable within 14 days of the invoice date, either by bank transfer to the account shown on the invoice or through our secure private online payment portal, whichever is agreed at the start of the Project.
- 7.4** We are not currently registered for VAT, so no VAT is charged on our prices. If we become VAT-registered, we will tell you and VAT will be added at the applicable rate to work invoiced after that date.
- 7.5** Third-party costs (for example session musicians, equipment hire or travel) are charged in addition to our fees unless the Quote includes them. We will agree these with you in advance.
- 7.6** If a payment is late we may pause work and hold back Deliverables until it is paid. We may also charge interest on overdue amounts at 4% a year above the Bank of England base rate. If you are a business, we may instead claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

8. Cancellation and rescheduling

- 8.1** If you need to cancel or move a Session:
- with 7 or more days' notice, you can reschedule free of charge (once per Session);
 - with between 48 hours' and 7 days' notice, you can reschedule once, but we may charge 50% of that Session's fee;
 - with less than 48 hours' notice, or if you do not attend, the full Session fee is payable.
- 8.2** Fees already committed to third parties (such as session musicians or hired equipment) may not be refundable if you cancel late.
- 8.3** Cancellations and rescheduling requests must be made in writing to us.
- 8.4** If we have to cancel or move a booked date, we will offer you the earliest suitable alternative. If none works for you, we will refund any money you have paid for the work affected.
- 8.5** Your cooling-off right as a consumer. If you are booking as an individual for purposes outside your trade or business, and you booked without meeting us in person at our premises, you have a legal right to cancel within 14 days of the contract being formed without giving a reason. Please note:
- if you ask us to start work within those 14 days and then cancel, you must pay for the work done up to the point you told us you were cancelling;
 - if the work is fully completed within those 14 days at your request, you lose the right to cancel;
 - outside this right, the cancellation charges above apply.

9. Ownership and rights

- 9.1** Once you have paid all fees for the Project in full, you own the copyright in the Masters we produce for you. Until then, ownership stays with us.

- 9.2** We do not claim any ownership of your songs. If a member of our team makes a songwriting contribution, any share of the writing will only apply if we agree it with you in writing before release. If nothing is agreed, no songwriting share is claimed.
- 9.3** Unless your Quote or a separate agreement says otherwise, our fee is a flat fee and we do not take producer royalties or points on your release.
- 9.4** You must not use unfinished mixes or previews commercially or release them before final payment.
- 9.5** Our named team members have the right to be identified as producer, engineer or musician (as relevant) on your release.

10. Credits and showcasing our work

- 10.1** Where our work is released or published, you agree to credit Pluto Music (and, where relevant, the named individuals involved) in the usual way for that type of release, such as in streaming metadata, liner notes, video descriptions or end credits.
- 10.2** Once the work has been publicly released by you, we may use extracts, stills, screenshots and a description of the Project in our portfolio, showreels, website and social media. If you would prefer us not to, tell us in writing before the Project starts and we will respect that.
- 10.3** We will never release or share unreleased work without your permission.

11. Delivery, files and archiving

- 11.1** Masters are delivered as 24-bit / 48kHz WAV files, plus MP3 reference copies, through a download link that stays active for at least 30 days. Please download and back up your files promptly.
- 11.2** Stems and multitrack session files are not included unless listed in the Quote. We can supply them on request for £30 per track, or £100 for an EP.
- 11.3** We keep project files for 12 months after delivery. After that we may delete them without further notice. If you want us to store them for longer, we can do so for £25 per project for each additional year.

12. Our responsibility to you

- 12.1** We will carry out the services with every possible and reasonable care and skill, using appropriately experienced people.
- 12.2** Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot legally be limited. If you are a consumer, nothing in these terms affects your statutory rights.
- 12.3** We cannot guarantee any commercial outcome, such as streams, sales, playlist placements or chart positions.
- 12.4** We are not responsible for loss of or damage to your personal instruments or belongings left at the studio, except where caused by our negligence. Please make sure your equipment is insured.
- 12.5** If you are a business, we are not responsible for loss of profit, revenue, business, opportunity or goodwill, or for any indirect or consequential loss.

- 12.6** If you are a consumer, we are responsible for loss you suffer that is a foreseeable result of our breaking these terms or failing to use the care and skill described above, but we only supply our services for private use and are not responsible for business losses.
- 12.7** Subject to the above, our total liability to you in connection with a Project is limited to the total fees you have paid or are due to pay for that Project.

13. Confidentiality and your personal data

- 13.1** We will keep your unreleased material, plans and business information confidential and only share them with team members and freelancers who need them to do the work. They are bound by the same duty of confidence.
- 13.2** You agree to keep our pricing, proposals and internal methods confidential.
- 13.3** We handle personal data in line with UK data protection law and our privacy policy, published at plutomusic.com/privacy.

14. Events outside our control

- 14.1** Neither of us is responsible for delay or failure caused by events outside our reasonable control, such as illness of key personnel, severe weather, power or equipment failure we could not reasonably prevent, travel disruption or government restrictions. If this happens, we will tell each other as soon as possible and agree new dates. If the delay lasts more than 60 days, either of us may end the contract and you will pay only for work completed.

15. Ending the contract

- 15.1** Either of us may end the contract by written notice if the other seriously breaks these terms and does not put it right within 14 days of being asked to.
- 15.2** We may end the contract if you behave abusively or unsafely towards our team or premises.
- 15.3** If the contract ends for any reason, you must pay for work done and costs committed up to the date it ends. Clauses about ownership, payment, confidentiality and liability continue to apply.

16. General

- 16.1** We may update these terms from time to time. The version in force when you accepted your Quote applies to your Project.
- 16.2** You may not transfer your rights under the contract to anyone else without our written agreement. We may use trusted freelancers to carry out parts of the work, but we remain responsible for it.
- 16.3** If any part of these terms is found to be unenforceable, the rest remains in effect. If we do not enforce a right straight away, we can still enforce it later.
- 16.4** Nobody other than you and us has any right to enforce these terms.
- 16.5** These terms are governed by the law of England and Wales and the courts of England and Wales have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.