

FAQ - General

Can I cancel my booking ?

Yes, canceling your booking 72 hours before is free after that we don't refund the deposit.

Can I place an hold a date ?

No unfortunately, but we refund the deposit if the booking is cancel 72h before the first day of shoot.

Can I rent equipment only ?

Yes, equipment rental are available in and out our studio.

How may I pay the rental ?

The payment is 50% in advance when reservation is made on the website and 50% when you will receive the invoice.

Do you offer any production services (assistant, make-up, stylist) ?

No

I'm renting for several days, do I get a discount ?

If you rent for several following days, you will get for sure a discount in our studio.

Are your studios soundproof ?

No, unfortunately.

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Do you have regular hours for the studio?

Regular hours are 9am – 7pm, but extra hours and week-end booking are possible with extra-charges.

And how much does this extra cost ?

Between 7-9am and between 7-9pm occupancy shall be invoiced 80€ per hour, and 180€ per hour after 9pm. Bookings during weekends or Belgian national holidays will be subject to an increase of 150€ per rental/day.

Do you offer a special price for a prep-day ?

Let us know when you place your booking and we will offer you 1/3 of the daily rate of your prep-day.

Do you offer catering service ?

No, but we do have a large kitchen where you can cook all the food you want.

Is your Infinity always white ?

Yes, RAL 9010

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Is your internet fast enough ?

We offer Fiber Speed internet (↓ 480 Mbit/s – ↑ 98 Mbit/s)

How much power do you have ?

88 kVA

w/ 2x 63A tetra outlet and/or a distributor (2x 32A tetra, 6 x 16A mono)

What happens with trash ?

Trash are collected for make up and kitchen regarding a normal usage (snack, drinks, catering trashes). Trashes from set must be collected by the Client at the end of the day(s). If some trash remain in the Studio(s), an extra fee calculated based on the type and volume of trash shall be invoiced in additional costs.