



Terms of business for 2025

Studio rates & policies:

- Piano recording, editing & mixing time is charged at \$110/hour and billed in 10 minute intervals. A four hour session booked in advance is discounted to \$395. Session minimum is two hours (paid in full in advance). Session maximum is 5 hours. A \$150 non-refundable deposit is required to secure each session. Artist is financially responsible for 80% of the time booked. Example, if you book 10 hours, only use 6, you are billed for 8. Unused session time will not rollover to future sessions or mastering credit. Practice time at the studio piano is limited to 15 mins complimentary for each session booked. Additional practice time may be purchased at \$50/hr. Piano Haven cannot correct/fix performance issues. If there are aspects of your recording/performance that you are not happy with, seriously consider re-recording the track.
- Mastering time is billed at \$125/hour for projects recorded elsewhere, \$110/hour for projects recorded at Piano Haven. A separate agreement will be issued for mastering services.
- The piano is always kept in “good tune”, but not necessarily “perfect”. Artist may opt for a fresh tuning prior to his/her initial session at their expense, \$150. This tuning is subject to our tuner's availability and must be requested now. Your initialed option here will set precedence for all your future sessions. Client may change their decision with written notice at 60 days in advance of session. **Please initial ONE of the lines below:**
**please schedule a tuning adjacent to my 1st session for which I will pay \$150*
 _____ (initial) **“OR”**
** I do not want a tuning adjacent my 1st session. I will take the piano “as is” understanding tuning may/will not be perfect* _____ (initial)
- Digital storage with back-up of all recorded data/files during the session is guaranteed for 1 year after project completion. It is the artist's responsibility to request physical/digital delivery of such files before the deletion date.
- Artist may not cancel or reschedule a single session within 60 days of scheduled time. In such case, artist completely forfeits the deposit for that session. Artist may not cancel consecutive sessions (one or more sessions within two days of another) within 90 days of first scheduled session. In such case, artist forfeits the deposits paid on all consecutive sessions. Paid deposits for sessions cancelled more than 60/90 days out may be applied to future sessions. Artists understands that it may be weeks or even months before the new session dates, based on Piano Haven's availability. Session(s) may not be rescheduled more than once. In such cases, all deposits are forfeited.

*** artist initial _____

- For privacy reasons, the studio address will not be given to artist until 48 hours prior to first session. Piano Haven is located in Sedona's "Village of Oak Creek", zip code 86351

Artist agrees to:

- Notify Joe in advance if they desire to bring another person along for the session (limit one). No pets of any kind are allowed on the property.
- Pay for services at the end of each session in the form of cash, Visa, Mastercard, Amex or Discover. All forms of checks and money orders are not accepted. Piano Haven will not release any session audio files until studio time has been paid for to date. Unpaid studio time may result in the permanent deletion of studio files created during the unpaid sessions after 30 days delinquency. Payment confirms artist's complete satisfaction in services rendered. Amounts paid are non-refundable.
- Give credit in any album liner notes to Piano Haven Recording Studio – Sedona, AZ as the recording facility for piano tracks, and credit Joe Bongiorno as engineer
- Refrain from bringing illegal drugs on premises, remain sober & sane during the entire session, and respect the property of Piano Haven

Piano Haven agrees to:

- Be ready & available to begin recording precisely at scheduled session time
- Work diligently & efficiently during sessions.
- Give artist honest feedback/opinion only when asked.
- Protect and honor the privacy of artist's recorded music files

Artist & Piano Haven mutually agree that:

- There are variables that may interfere with the recording process such as, but not limited to: engineer illness/emergency, instrument or equipment failure, sound interference from indoors or outdoors or variables out of Piano Haven's control. Such interferences are not common, but can happen. Piano Haven will not be held liable for costs incurred by artist (such as travel etc) the result of any interferences. Artist will not be charged for recording down-time, the result of engineer illness/emergency, equipment failure, instrument failure or noise intrusion. If a session is cancelled by Piano Haven, artist is entitled to return of deposit for those sessions should they choose not to reschedule.
- There are *some* audio edits/manipulations that Piano Haven may not be able to perform. We can discuss any possible options in such cases.
- The piano can go out of tune at any time for reasons out of Piano Haven's control. Piano Haven is capable of fixing some incidental tuning issues on the spot but does not keep a tuner/tech on call for all sessions. This can however, be arranged in advance at artist's expense if desired with at least 60 days notice.
- The piano tuning method, voicing and regulation, pedal setting etc will not be adjusted in any way to suit artist's needs/desires. It is recommended that artist preview the piano before booking a session. References are readily available.

*** Artist initial _____

- The piano is not to be played violently or abused. The piano strings and action are never to be touched, no exceptions. Artist agrees to be held liable for any damage done to piano the result of artist's negligence or abuse, purposeful or accidental. Piano Haven reserves the right to cease work at any time, rendering the files to that point to the customer. Customer is responsible for payment to that point or a refund if amount already paid surpasses the amount due.
- It is the artist's sole responsibility to retain legal rights to publish any music that is not 100% original to the artist.
- Piano Haven is not obligated to teach the artist the intricacies of piano recording and/or mastering during session time. Artist is paying solely for recording time, not engineering education or teaching services.
- Any & all legal action required to solve disputes between Piano Haven and Artist must begin with professional arbitration. Any & all legal action including arbitration must take place in Yavapai County, Arizona
- We will work together in positive fashion to make the best piano recording we can!

Artist signature & date: _____

Printed legal name: _____

Address: _____

Phone: _____



TERMS: Mastering service 2025

- “Mastering” is the necessary process of putting the *final polish* on the recording and preparing for distribution/production. Adding some ambience, balancing tone levels (EQ), removing extraneous noises where possible, track spacing, track fades and setting overall volume for each track to industry standards. Mastering cannot and does not correct performance issues. If there are aspects of your recording/performance that you are not happy with, seriously consider re-recording the track or postponing this process
- Mastering time is billed at \$125/hour, discounted to \$110/hour for projects recorded at Piano Haven. Single track mastering is \$75-\$95 for the first render and also subject to terms below.
- A \$250 non-refundable deposit is taken for mastering album projects. This deposit will be applied to final mastering bill. Single track mastering must be paid in full in advance. Checks are not accepted. Payment must be made at <https://joebongiorno.com/payment> . Artist agrees that all amounts paid are non-refundable and that final payment constitutes full satisfaction in the job performed by Piano Haven.
- Artist will receive a zip file containing 320k MP3 reference file(s) of their music after first render for “review”. After these files are delivered, changes and alterations are billed at the above rate with a \$25 session minimum (\$15 for single). It is advisable to group all changes/alterations into one (or as few as possible) request. After changes/alterations are completed & upon artist’s written approval & final payment, Piano Haven will deliver the final full album DDP zip file and 16 or 24 bit wav files. A CD master is no longer available. Singles are only delivered as 16/24 bit wav files via email.
- Files will only be delivered to the “artist” named below, regardless of who makes payment. It is Artist’s responsibility to proof the mastered files before using them for production/release/manufacturing. Piano Haven will not be held liable for manufactured CDs or digitally released music with any issues. We highly recommend sending in a DDP file for CD production, not mailing a CD or uploading wav files. Some internet streaming/broadcast sites will re-process the files as they deem fit for their uses, resulting in a change in sound to the files you send them and occasionally adding less than desirable artifacts. This is not an issue Piano Haven can be held responsible for, or be required to remedy, in any way.
- Artist agrees to give credit in any album liner notes to “Joe Bongiorno of Piano Haven” as the mastering engineer.
- Piano Haven reserves the right to cease work at any time, rendering the files to that point to the customer. Customer is responsible for payment to that point or a refund if amount already paid surpasses the amount due.
- Any & all legal action required to solve disputes between Piano Haven and Artist must begin with professional arbitration. Any & all legal action including arbitration must take place in Yavapai County, Arizona
- Master files may be deleted from Piano Haven’s computer & back-up system 90 days after project completion.

Artist signature & date: _____

Printed legal name: _____

Address: _____

Phone: _____

****return this completed form to Joe via email – pianohaven@gmail.com*