

BIRDCAST STUDIO

Terms and Conditions

Effective Date: 1 June 2026

These Terms and Conditions (“Terms”) govern your use of the Birdcast Studio website and your booking and use of our studio and production services. Please read them carefully before making a booking. By booking a session or using our services you agree to be bound by these Terms.

1. About Us

Birdcast Entertainment Services LLC is a professional podcast studio and video production company operating in Dubai, UAE. We operate two studio locations in Business Bay and Dubai Investment Park.

2. Bookings

- All bookings must be made through our website or authorised booking platforms
- A booking is confirmed only once payment has been received or a booking confirmation has been issued by Birdcast
- You must be at least 18 years old to make a booking
- By completing a booking you confirm that all information provided is accurate and complete
- Birdcast reserves the right to decline or cancel a booking at its discretion

3. Pricing and Payment

- All prices are listed in UAE Dirhams (AED) and are inclusive of 5% VAT unless otherwise stated
- Payment is required at the time of booking unless alternative arrangements have been agreed in writing
- Birdcast accepts payment via credit card, debit card and other methods displayed at the time of checkout
- Bundle packages must be used within 12 months of the purchase date unless otherwise agreed
- Prices are subject to change without notice. Any changes will not affect confirmed bookings

4. Cancellation and Rescheduling

- Cancellations made more than 48 hours before your session: full refund
- Cancellations made between 24 and 48 hours before your session: 50% charge applies
- Cancellations made less than 24 hours before your session, a charge of AED 150 will be applied.
- No-shows without prior notice: full session fee is charged
- Rescheduling requests made more than 48 hours in advance are accommodated at no extra charge, subject to availability
- Rescheduling requests made less than 48 hours in advance are treated as cancellations under the policy above

- Birdcast reserves the right to reschedule your session due to unforeseen circumstances. In such cases you will be offered an alternative date or a full refund

5. Studio Sessions

- Sessions begin and end at the scheduled times. Arriving late does not extend the end time of your session
- A maximum of 5 guests may attend a session unless otherwise agreed in advance
- Clients are responsible for the behaviour of all guests during their session
- Birdcast staff have the right to end a session if clients or guests behave in a way that is dangerous, disrespectful or damaging to equipment or property
- Food and drinks are permitted in common areas only. No food or drinks near equipment
- Smoking, vaping and the use of illegal substances are strictly prohibited on all Birdcast premises
- Clients are responsible for any damage caused to studio equipment or property during their session. Repair or replacement costs will be charged to the client

6. File Delivery

- Raw files are delivered via Google Drive or directly to your storage device at the end of your session
- Google Drive download links are active for 7 days after delivery. After this period files may be permanently deleted and Birdcast cannot guarantee re-delivery
- Raw footage is retained on our systems for 30 days after your session date
- Edited content turnaround times are agreed at the time of booking and are subject to revision rounds included in your package
- Birdcast is not responsible for data loss after files have been delivered

7. Intellectual Property

- All content recorded during your session belongs to you, the client
- By booking with Birdcast you grant us permission to use behind-the-scenes footage, still images and general session references for our portfolio and marketing materials, unless you expressly request otherwise in writing before your session
- Birdcast's own brand assets, website content, studio designs and production materials remain the intellectual property of Birdcast Entertainment Services LLC

8. Limitation of Liability

To the maximum extent permitted by UAE law:

- Birdcast is not liable for any indirect, incidental or consequential loss arising from your use of our services
- Our total liability to you for any claim arising from a booking shall not exceed the amount paid for that specific booking
- Birdcast is not responsible for technical failures beyond our reasonable control, including internet outages, power failures or third party platform issues
- We recommend that clients back up their own files immediately upon receipt

9. Force Majeure

Birdcast shall not be liable for any failure or delay in performing our obligations where such failure or delay results from circumstances beyond our reasonable control, including but not limited to natural disasters, government actions, power outages or pandemic-related restrictions. In such cases we will offer alternative dates or a full refund.

10. Conduct and Right to Refuse Service

Birdcast operates a zero-tolerance policy toward harassment, discrimination, threatening behaviour or any conduct that creates an unsafe or hostile environment. We reserve the right to refuse service or remove any person from our premises without refund where this policy is violated.

11. Governing Law

These Terms are governed by the laws of the United Arab Emirates and the emirate of Dubai. Any disputes arising from these Terms or your use of our services shall be subject to the exclusive jurisdiction of the courts of Dubai, UAE.

12. Changes to These Terms

Birdcast reserves the right to update these Terms at any time. The current version will always be published on birdcast.me. Continued use of our services after any update constitutes acceptance of the revised Terms.

13. Contact

For any questions regarding these Terms, please contact us at:

Email: hi@birdcast.me

Phone: +971 56 188 6153

Business Bay Studio: Court Tower, Level 21, Rahet Albal Business Center, Business Bay, Dubai, UAE

DIP Studio: Dubai Investment Park 1, Arenco Building 4, Level 6, Office 611, Dubai, UAE