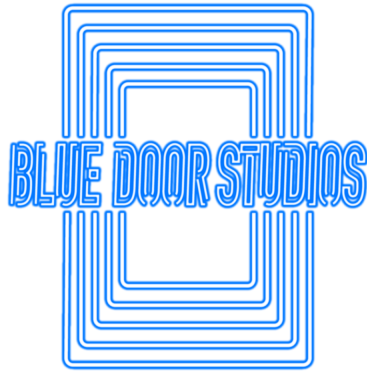




CLIENT CONDUCT POLICY

Effective Date: November 8, 2025

1. PURPOSE

Blue Door Studios LLC ("Blue Door Studios," "BDS," "we," "us," or "our") is committed to maintaining a professional, respectful, safe, and productive environment for clients, staff, guests, artists, vendors, and other individuals using or visiting our facilities.

This Client Conduct Policy establishes the standards of conduct expected of all clients and individuals associated with a client's booking, project, or visit to Blue Door Studios.

The purpose of this policy is to protect the safety, property, privacy, time, and professional working environment of everyone at BDS while allowing clients the freedom to create, conduct business, and enjoy their projects.

2. APPLICABILITY

This policy applies to: • All Blue Door Studios clients; • Individuals attending a BDS session, booking, event, or project at the direction of or in connection with a client; • Client guests, artists, employees, representatives, collaborators, vendors, and other invited individuals; • Any individual whose presence at BDS is associated with a client's booking or project.

The client is responsible for communicating these requirements to individuals they bring to or involve in a BDS project and is responsible for their conduct while participating in the client's booking or project.

BDS reserves the right to address conduct directly with any individual on the premises, regardless of whether that individual is the client.

3. PROFESSIONAL CONDUCT

All clients and associated individuals are expected to conduct themselves in a professional, respectful, and responsible manner.

The following conduct is prohibited: • Harassment, intimidation, threats, or bullying; • Verbal, physical, or sexual abuse; • Discriminatory or hostile conduct; • Unwanted physical contact; • Threatening or aggressive behavior toward staff, clients, guests, or other individuals; • Deliberate disruption of another client's session or BDS operations; • Refusal to follow reasonable instructions from BDS staff; • Behavior that creates an unsafe, hostile, or disruptive environment.

Clients are expected to communicate concerns, disagreements, or requests to BDS staff in a professional manner.

BDS staff may intervene when conduct becomes disruptive, unsafe, disrespectful, or inconsistent with this policy.

4. INTOXICATION AND IMPAIRMENT

Alcohol and cannabis may be permitted at Blue Door Studios when consistent with the nature of the booking and applicable law.

However, no individual may become physically impaired, belligerent, disruptive, or otherwise unable to conduct themselves safely and appropriately while on BDS premises.

BDS staff may require an individual who appears impaired or whose behavior has become unsafe or disruptive to discontinue participation in the session and/or leave the premises.

Possession or use of any substance that is otherwise prohibited by law or BDS policy is not permitted.

When minors are present at a BDS facility or participating in a BDS project, no alcohol or cannabis use is permitted by clients, guests, or staff for the duration of the minor's presence.

5. TOBACCO

No tobacco use is permitted within Blue Door Studios premises.

6. CLIENT CONTENT, BRANDING & PROMOTION

Clients retain the rights associated with their own creative work, subject to the terms of their applicable agreement with BDS.

BDS does not claim ownership of a client's creative work merely because the work was created, recorded, photographed, filmed, edited, produced, or otherwise completed using BDS facilities or services.

Clients are permitted to promote and distribute their completed work, provided that all applicable invoices and contractual obligations to BDS have been satisfied.

Clients may not:

- Use the Blue Door Studios name, logo, trademarks, or other BDS branding without authorization;
- Represent that BDS is a sponsor, partner, producer, representative, or other affiliated party when no such relationship has been authorized;
- Imply that BDS endorses a client's product, service, project, event, or other activity without authorization;
- Alter or remove BDS branding where BDS branding has been contractually or expressly incorporated into a deliverable.

7. BEHIND-THE-SCENES CONTENT

Clients may photograph or record behind-the-scenes ("BTS") content during their own sessions when permitted by the nature of the booking.

Any individual who is identifiable in BTS content must provide consent to being recorded and/or appearing in the resulting content.

Clients are responsible for obtaining appropriate consent from individuals they record.

BTS content may not:

- Intentionally capture confidential information belonging to another client;
- Capture another client's private session without authorization;
- Record restricted areas, systems, files, or information without authorization;
- Interfere with the work or operation of BDS staff.

BDS may restrict BTS recording when reasonably necessary to protect privacy, confidentiality, safety, property, or the operations of the studio.

8. SESSION TIMES & SCHEDULING

BDS schedules studio sessions and other bookings to accommodate multiple clients and operational requirements.

Clients are expected to arrive prepared and ready to begin at the scheduled start time.

A client's late arrival does not extend the scheduled end time of the session.

If a client requests additional time, the request is subject to studio availability and BDS approval.

Additional time requires: 1. Payment in full of any outstanding balance associated with the existing booking; and 2. Advance payment for the requested additional time at the applicable rate.

If BDS is unable to extend a session because another booking, operational requirement, or other scheduling obligation follows the client's scheduled time, the client must conclude the session at the scheduled end time.

Clients must respect the scheduled time of the client or party following their session.

Remaining in or continuing to use the studio after the scheduled end time without authorization is not permitted.

Clients may remain at BDS outside of their scheduled session time only when permitted by BDS staff and provided that appropriate BDS staff are present.

9. STUDIO ACCESS

Clients may only access areas of Blue Door Studios that are designated or made available to them by BDS staff.

Restricted areas include, but are not limited to: • Equipment storage areas; • Administrative areas; • Staff-only areas; • File and server storage areas; • Other areas designated as restricted by BDS.

Clients may not enter restricted areas without authorization.

BDS staff are responsible for retrieving equipment and property from BDS storage areas when required for a client booking.

10. EQUIPMENT & BDS PROPERTY

Depending on the nature of a booking, clients may be provided access to or permitted to use certain BDS equipment or property.

Where equipment is required for a client's session, BDS staff will determine what equipment is appropriate and will retrieve and prepare such equipment.

Clients do not have independent access to BDS equipment storage areas.

Clients may not remove, relocate, disassemble, modify, or otherwise handle BDS property unless specifically authorized by BDS staff.

BDS property includes, but is not limited to: • Audio equipment; • Cameras and video equipment; • Lighting equipment; • Computers and electronic equipment; • Furniture and fixtures; • Cables and accessories; • Studio infrastructure; • Documents and records; • Digital storage devices; • Other property owned, leased, or controlled by BDS.

Clients are responsible for exercising reasonable care when using any BDS property made available to them.

Damage, loss, unauthorized removal, or misuse of BDS property may result in additional charges and/or termination of the client's session or services.

11. FILES, SYSTEMS & DIGITAL ACCESS

Clients do not have access to BDS internal files, servers, administrative systems, storage areas, credentials, or other restricted digital resources unless specifically authorized by BDS.

BDS project files are maintained and managed by BDS staff in accordance with the applicable project workflow.

When a client's work is ready for delivery, BDS will provide the client with an appropriate viewing and/or download link or other designated delivery method.

Clients may not: • Access BDS internal files or folders; • Access another client's files; • Attempt to access BDS accounts or credentials; • Alter, delete, move, or interfere with BDS project files; • Attempt to bypass BDS security measures; • Connect unauthorized devices to BDS systems; • Use BDS systems for purposes unrelated to the client's authorized project.

12. SAFETY & FACILITY RULES

Clients and associated individuals must comply with all reasonable safety instructions provided by BDS staff.

This includes, but is not limited to: • Following occupancy limitations; • Keeping exits and pathways clear; • Following equipment and facility instructions; • Complying with building and property rules; • Following applicable event or venue requirements; • Refraining from conduct that creates a safety hazard; • Immediately reporting accidents, injuries, property damage, or hazardous conditions to BDS staff.

BDS staff may stop or modify a session when reasonably necessary to protect the safety of individuals, property, or the facility.

13. PROHIBITED ITEMS & UNSAFE CONDUCT

The following are prohibited at Blue Door Studios unless expressly authorized in writing by BDS: • Illegal drugs or substances; • Weapons or other items that create a safety concern; • Hazardous materials; • Property belonging to another person without authorization; • Any item or activity that BDS staff reasonably determine presents a significant safety or operational risk.

If a weapon is discovered on BDS premises, BDS reserves the right to immediately terminate the session or booking. The client may forfeit any payments associated with the session, and BDS may take any action reasonably necessary to protect the safety of its staff, clients, guests, and property, including contacting law enforcement or other appropriate authorities.

14. MINORS

Minors may be present at Blue Door Studios when appropriate for the client's booking or project.

All minors must have appropriate adult supervision.

The responsible adult must ensure that the minor follows applicable BDS policies and safety requirements.

When a minor is present, no alcohol or cannabis use is permitted by clients, guests, or staff for the duration of the minor's presence.

BDS staff may require a minor or accompanying individual to leave the premises if their presence creates a safety, operational, or policy concern.

15. RESPECT FOR OTHER CLIENTS

Blue Door Studios may accommodate multiple clients, projects, and activities.

Clients must respect the privacy, scheduled time, workspace, property, and creative activities of other clients.

Clients may not: • Enter another client's active session without authorization; • Record another client's session without permission; • Interfere with another client's work; • Use another client's equipment or property; • Access another client's files or information; • Intentionally disrupt BDS operations or another client's booking.

BDS staff may establish reasonable boundaries between simultaneous or consecutive bookings.

16. COMPLIANCE WITH BDS STAFF INSTRUCTIONS

Clients and associated individuals are expected to comply with reasonable instructions given by BDS staff regarding: • Safety; • Scheduling; • Studio access; • Equipment use; • Facility rules; • Privacy; • Security; • Conduct; • Protection of BDS property; • Protection of other clients and their projects.

Failure to follow reasonable instructions may constitute a violation of this policy.

17. POLICY ENFORCEMENT

BDS will address violations of this policy at the discretion of BDS staff and management.

Depending on the nature and severity of the conduct, BDS may take one or more of the following actions: • Provide a verbal warning; • Require the conduct to stop immediately; • Restrict access to certain areas, equipment, or services; • Require an individual to leave the premises; • End the current session; • Terminate services or a booking; • Refuse future bookings or services; • Charge the client for applicable damages, additional time, or other costs permitted under the applicable agreement; • Contact building management, security, law enforcement, or other appropriate authorities when necessary.

BDS is not required to provide multiple warnings before taking action when conduct presents a safety concern, threatens people or property, materially disrupts operations, or otherwise warrants immediate intervention.

18. CLIENT RESPONSIBILITY

The client is responsible for ensuring that individuals attending the client's booking or participating in the client's project understand and comply with this policy.

A client's failure to control the conduct of individuals they bring to BDS may result in enforcement action against the client, including termination of the session or services.

Nothing in this section requires a client to assume responsibility for conduct that is entirely outside the client's reasonable control.

19. RIGHT TO REFUSE OR TERMINATE SERVICE

Blue Door Studios reserves the right to refuse, suspend, or terminate a booking, session, or service when reasonably necessary to protect: • The safety of individuals; • BDS property; • The privacy or property of other clients; • BDS staff; • The professional operation of the studio; • The integrity of BDS systems or facilities.

Where termination is the result of a client's violation of this policy, applicable payments, cancellation provisions, damages, or other remedies may apply in accordance with the client's agreement with BDS.

20. ACKNOWLEDGMENT

By booking, entering, accessing, or using Blue Door Studios facilities or services, the client acknowledges that they have been provided with or directed to this Client Conduct Policy and agree to comply with its requirements.

The client is responsible for communicating these requirements to individuals they bring to or involve in their BDS booking or project.

This policy is intended to establish the general conduct standards applicable at Blue Door Studios. Specific services, bookings, projects, or agreements may contain additional requirements.

Blue Door Studios LLC reserves the right to modify this policy as necessary to maintain a safe, professional, and productive environment.