

### **Frequently asked Questions (FAQs)**

Q: What are the hours for Studios and Storage?

A: *10am to 10pm for Studios and 10am to 5pm for Storage.*

Q: What is your cancellation policy?

A: *48 hours on a single day. 7 days for multi day rehearsals.*

Q: Is there a Cafe on the premises?

A: *Yes, we have a Cafeteria on site which is open 10am to 4:30pm. There are vending machines for drinks & snacks for out of hours. The Cafe is open Monday to Friday. We also offer a pre-order service for food. If you use the café in the week and are in at the weekend, we can offer ready prepared sandwiches, fruit, etc. There are a selection of local takeaways nearby and will deliver.*

Q: Do you supply an engineer for rehearsals?

A: ***Your room rate includes a basic set of microphones & DI's and an Engineer to get you up and running. Normally this should take 15 to 30 minutes. If you are using In-Ear Monitoring, doing a Showcase or recording, you should bring your own Engineer. We can supply an Engineer but please book in advance and we will quote you for this. We can also supply Backline techs and crew.***

Q: Are there lights in the rehearsal rooms?

A: *Standard fluorescent work lights and various spotlights.*

Q: Can we bring lights in?

A: *No, the studios are not suitable due to ceiling heights.*

Q: Does the room come with a drum kit or any backline?

A: *No, however, we have a fantastic Backline Department and offer very good in-house discount on all items.*

Q: Can we have a Showcase at JHL?

A: *Yes but has to be pre booked for this and attracts a different rate, also to protect the privacy of our clients, we only allow small, industry showcases. We do not allow showcases that are open to the public.*

Q: Can we have a party at JHL?

A: *We love all of our clients and we hate to say no, but the answer is no. Again, we must protect the privacy of all of our clients.*

Q: Will you accept deliveries for us?

A: *For storage clients, we certainly don't mind putting one or two boxes or a rolling a case in your storage cage. But if it's more, you must book crew from us to deal with the requirement. If you are a rehearsal client, please have equipment, merchandise, etc, delivered on the day your rehearsal/s start or during your stay.*

Q: Can we leave our Truck, Trailer, Bus at your address?

A: *Apart from loading and unloading parking is very limited in Brewery Road and there is no area for trucks, trailers or buses to park. However, parking on Brewery Road is FREE from 4.30pm on week days and FREE all day on Saturday and Sundays.*

Q: Can you transport our equipment for us?

A: *Yes, we can service all transport and logistics for you. Please let us know what's required and we will quote you for this service.*

Q: Do you sell equipment?

A: *Yes, we have the ProShop in house which sells all accessories that you may require along with new and used equipment. The ProShop is also AVAILABLE ONLINE at [www.johnhenrys.com/shop](http://www.johnhenrys.com/shop)*