



The Audio Biographers

Everyone has a story to tell

Full Terms and Conditions

Terms of Reference

- The Audio Biographers provide a bespoke service for capturing high quality audio recordings of stories from people's lives.
- We use professional digital audio equipment and editing software to record and edit stories from our clients' lives and conform to all relevant audio industry standards that are necessary to create our products and services.

1. Process

- We aim to respond to initial enquiries within 24 hours. We set up a phone or video consultation of up to 30 minutes to discuss the client's needs, explain the process and reserve a provisional recording date.
- We send an information sheet and a brief questionnaire with questions and prompts to help the client to prepare for the recording session, and to provide us with background and context to help formulate our questions. **We strongly recommend that the client takes sufficient time to consider which stories and aspects of their lives they would like to share.**
- We request return of the filled-in questionnaire and any accompanying notes **no less than 48 hours before the interview date**. We recommend that clients listen to audio clips of previous recordings to give them an idea of the kind of stories others have told. Click on this link to hear clips: <https://www.audiobiographers.co.uk/listen>.
- Once an interview date is arranged, we ask that the booking form is completed, signed and returned to us, and the deposit is paid by bank transfer.
- After receipt of the deposit, the recording date is confirmed. Audio biographies are created by interviewing clients in one session of up to three hours (plus short breaks when necessary). This results in an edited audio life story which is usually between one and three hours in duration.
- Recordings are made in person at the client's home or other suitable location when possible, or remotely over Zoom or Skype, for which an excellent, reliable Wi-Fi connection and a quiet room are needed to avoid unnecessary noise or interruptions. Interviews are conducted when convenient to the client and the audio biographer.
- In-person interviews held within 20 miles from St Albans are included in the price. Interviews held outside the area are subject to an additional charge of 45p per mile if travelling by car or relevant public transport costs. Travel time may be subject to an additional charge.
- After recording, we edit the interview to remove any unwanted sounds where possible e.g. interruptions and background noises as well as the audio biographer's voice, so the client's voice is predominant in the final edited version.
- The final edited version of the audio biography is delivered within two weeks of the recorded interview.
- Please note: There is a 24-hour 'cooling off' period, ie: should the client wish to omit any part of the recording from the edited audio biography, we must be informed **within 24-hours of completion of the interview**. After that time it will not be possible to make any changes.

2. Fees

- The audio biography costs £395. The fee includes the pre-interview consultation of up to 30 minutes, review of the questionnaire and notes, the interview itself, editing the recording, and delivery of the audio biography on a USB memory stick in a bespoke branded presentation box.



- Additional memory pens containing a copy of the edited audio biography can be purchased by the client for £20 each plus postage and packing.
- A deposit of £199 is payable by bank transfer when the booking is made. The final invoice for the balance of £196 will be sent after editing the audio biography. Payment is required prior to despatch.
- Please contact The Audio Biographers for bank account details.
- Additional interviews or audio biographies of a longer duration can be custom made as required and are costed according to the client's specific requirements. Please contact us to discuss.
- Should the client need to cancel a scheduled interview session with us, we ask for 48 hours' notice and reserve the right to retain the deposit if a cancellation is made and the appointment cannot be rearranged.

3. Client confidentiality

- We understand the importance of confidentiality when recording an audio life story, and every interview is conducted in the strictest confidence. We would never pass any information about a client or any part of the recorded biography to a third party.
- For information about how The Audio Biographers collect, store and use your personal data, please review our privacy policy at www.audiobiographers.co.uk.

5. Copyright

- Both the interviewer and interviewee have copyrights in the recording. The interviewee owns the copyright of their recorded words spoken on the recording of their interview, which may be retained or assigned to someone else if desired.