



STUDIO POLICIES

WELCOME

Now that we're basically business best friends, I wanted to let you in on the ins-and-outs of working my team! Since I can barely keep myself from working 24/7 on every project (because I 100% believe I have the best job ever) my team and I have set some guidelines in place for working with our clients. After you've had a chance to look them over, please email any questions you may have to hello@rosemarywatsonproductions.com.

OFFICE HOURS

Our office hours are Monday-Friday from 8am-9pm. While we try to respond to each email and request as quickly as possible, please allow one business day for response. If you don't hear back within 48 hours, please send your email again- we don't want to miss your message!

STUDIO HOLIDAYS

Rosemary Watson | Productions will close in observance of holidays periodically throughout the year to focus on our families. During these times we will be unavailable to respond to emails, deliver client work, or explore new projects. We will respond to your requests in a timely manner as soon as we are back from the holidays!

2019 HOLIDAYS OBSERVED

March 12th-16th | Spring Break

April 19th | Good Friday

July 2nd-6th | Independence Day

October 31st | Halloween

November 22nd-December 2nd | Thanksgiving

December 22nd-January 4th | Christmas & New Years

MEETINGS & PROJECTS

We are committed to taking on a limited number of projects in 2019 to give our clients best possible experience. To book your project date on the calendar, you can select the project start date at <http://bit.ly/rwpprojectslots>. This is the date the team will focus on your project, and be in communication with you so we request you also mark it in your calendar and are available for decision making and potential calls to make your project go smoothly. We schedule project meetings at <http://bit.ly/rwpprojectmeetings> to review any questions either of us may have about your project.



STUDIO POLICIES

CLIENT PROJECT PAGES

Your project deliverables will be uploaded to your own Client Project Page on my Rosemary Watson | Productions website. Your page will be password protected, and will be filled with your downloads, links, video recordings, and questionnaires you filled out for your client homework. All deliverables will be available upon final payment of full balance due.

CLIENT PRIVATE FACEBOOK GROUP

Something new in 2019 is a private Facebook "neighborhood" for all my 1 on 1 service clients! I want to continue to be available to support the people I love working with the most, so I will be inviting all my clients to our private group to answer any questions, give training and support, and make connections between clients that would work well together! Invitations to the group will be sent with Client Homework via email.