



## Studio Policies

Now that we are business best friends, we want to share what it's like to work with our team here at Artisan Creative & Media Agency.

### **Office Hours**

Our Office Hours are Monday - Friday 9:00 am - 5:00 pm AZ time. While we try our best to respond to each email as quickly as possible, please allow one business day for a response. If you don't hear back within 48 hours, please reach out again- your email may have slipped through the cracks in our Gmail filter!

### **Studio Holidays**

Artisan Creative + Media Agency will close in observance of holidays periodically throughout the year to focus on our families. We will also close one business day per quarter for our In House Planning and two business days per year for our Annual In House Planning. We will not be responding to emails during these times, but we will give our clients 14 days notice when we go "off the grid" and will respond to any inquiries during these closures at the beginning of the next business day.

### **Meetings and Projects**

We are committed to taking on a limited amount of projects throughout the year to give our clients the best possible experience. We follow a very closely monitored production calendar that gives us at least 90 days to produce our work for clients. If you're looking for a quick turnaround for a project, we'd be happy to refer you to some amazing creatives that would be the best fit for clients with more time sensitive needs.

We are a very hands-on agency, and require time and dedication from our clients to produce the kind of content that will be the most effective to achieve their business goals. A timeline of the project will be delivered to the client, and all our quarterly meetings and launch dates for the duration of the project will be determined together up front. While we understand that things come up, we do our very best to stick to the schedule and keep as many meetings scheduled as we can so we can do our best work for each and every one of our clients.