

VoiceMatch Terms of Service

This Agreement constitutes the understanding between VoiceMatch and the voiceover artist/client. By reviewing this Agreement, having become a member both parties acknowledge their understanding and acceptance of the terms and conditions herein and agree to be legally bound by them. This Agreement shall take effect immediately and become legally binding, subject to the laws courts of England and Wales.

1. Introduction

These Terms and Conditions govern the relationship between VoiceMatch (“the Platform”, “we”, “us”, “our”) and its registered voiceover artists, clients, casting directors, and users accessible at www.voicematch.uk Please read these Terms and Conditions carefully.

VoiceMatch is an online professional voice casting and booking platform designed to connect vetted, broadcast-ready voiceover talent with clients.

By registering with or using VoiceMatch, you agree to be legally bound by these Terms.

2. Definitions

In this Agreement, unless the context otherwise requires:

"Agreement" refers to this contract, including all its clauses, schedules, appendices, and any amendments made in accordance with its terms.

"Client" denotes the end-user, encompassing any individual, company, or entity that engages in this Agreement with VoiceMatch to receive voiceover services.

"Voiceover Artist", "Talent" or "VO" refers to any individual engaged by VoiceMatch to provide voiceover recordings under the terms of this Agreement.

"Services" encompasses all voiceover services provided by the Voiceover Artist, as well as any related services such as editing, mastering, and delivery of voiceover recordings as specified in the project brief.

"Project" denotes any assignment, task, or work undertaken by the Voiceover Artist for the Client under the terms of this Agreement.

"Confidential Information" includes, but is not limited to, any data, documents, business information, trade secrets, and client details disclosed between the parties during the term of this Agreement.

"Artificial Intelligence" refers to the appendix attached to this Agreement that specifically addresses the VoiceMatch No AI Policy, use of voiceover recordings in artificial intelligence applications and related technologies.

"Party" or "Parties" refers to the Client and VoiceMatch individually or collectively, as the context requires. "Effective Date" is the date when both parties electronically confirm their acceptance of these terms and conditions.

"Usage Fee" refers to the payment for the rights to use the voiceover recordings. This fee varies based on usage scope, rights exclusivity, and usage prominence, as detailed in the project brief or an attached schedule.

"Buyout Option" typically refers to a one-time payment made to the voice actor for unlimited or extended usage rights of their recorded voice. It allows the client to use the voice recording for various purposes without having to pay royalties or additional fees each time it's used.

"BSF" stands for "Basic Studio Fee," or "Basic Session Fee,"

"WAV" refers to Waveform Audio File Format, a high-quality, uncompressed audio format used for professional recording and editing to ensure optimal sound fidelity.

"MP3" stands for MPEG Audio Layer III, a compressed audio file format that reduces file size while maintaining a level of audio quality. It is widely used for music and audio streaming due to its balance of quality and file size.

Words denoting the singular number shall include the plural and vice versa, and words denoting any gender shall include all genders. Headings and titles in these Terms and Conditions are inserted for convenience only and shall not affect the interpretation of this Terms and Conditions. Any reference to a statutory provision includes a reference to any modification or re- enactment of it from time to time.

3. Registration & Membership

When creating your account, you accept responsibility for all activities that occur under your account or password and you agree you will not sell, transfer or assign your user account. You are responsible for maintaining the confidentiality of your password, and for restricting access to your computer so that others may not access any password-protected portion of the websites, your name, user name or password in whole or in part.

Each User name permits one person to access the password-protected portion of the website and you shall not share the user name and password with any third party.

By becoming a VoiceMatch member voiceovers are encouraged to send over, booth photos, additional demos etc. The Voiceover Artist grants VoiceMatch a non-exclusive licence to display and promote their profile on the platform and in VoiceMatch marketing materials online social media channels.

Voiceovers

Free to sign up via early access. (Over 200 Voiceover Talent joined)

On platform launch approved/vetted Voiceover artists pay a one off £20 joining fee, no subscription fees.

Clients

Free to sign up and can post unlimited jobs for free. No subscription fees.

Standard VO Profile:

- **4 Demo Reels** i.e Commercial, Video Games, Corporate , Animation
(No more than 13.0 MB in total)
- **4 Testimonials**

VoiceMatch operates a vetted membership model for voiceover artists.

All voiceover artists registered on the VoiceMatch platform must have the following:

- 5 years or more industry experience
- A professional home recording studio/booth
- An impressive portfolio of brands/clients

VoiceMatch will operate an Early Access program.

Following a successful vetting process, approved members may create a profile on the platform before the launch date. All information provided must be true, accurate, current, and complete.

VoiceMatch reserves the right to suspend or remove profiles that contain false, misleading, or outdated information.

Both client and voiceover full names will not be visible on the platform. These will be stored on the platform's backend for invoicing purposes only. All Voiceover artists must display a 'Stage Name'. Clients and casting directors must display a 'Client Alias'. These must not impersonate another business or individual.

4.Early Access Client Programme

Early Access members acknowledge that platform features may evolve or change, some functionality may be in development, and feedback may be requested via the platforms feedback form.

Early Access members do not pay a joining fee.

VoiceMatch may offer selected Early Access clients a promotional voucher code as part of a limited introductory programme.

Eligible clients who receive a valid voucher code will, on their first completed project booked through VoiceMatch, be required to pay only the agreed fee of the Voiceover Artist. The standard VoiceMatch platform commission / administration fee will be removed for that single project.

Conditions:

- The voucher code may only be used **once** per client account.
- The voucher applies to the client's **first project only** on VoiceMatch.
- The voucher cannot be transferred, exchanged for cash, or combined with any other promotion unless expressly stated.
- VoiceMatch reserves the right to withdraw, amend, or refuse the voucher where misuse, abuse, or breach of these Terms is suspected.
- All other Terms & Conditions remain fully applicable, including payment timelines, revisions, and licensing terms.

Following the completion of the first project, standard VoiceMatch platform fees and commission structures will apply.

5. Platform Access & Maintenance

Platform Updates

VoiceMatch may update, modify, remove, or introduce platform features at any time to improve service quality, security, and user experience.

While we endeavor to ensure uninterrupted access, availability is subject to internet connectivity, system upgrades, scheduled maintenance, and unforeseen technical issues.

VoiceMatch reserves the right to temporarily suspend access for maintenance or security purposes.

6. Role of VoiceMatch

VoiceMatch acts as a booking intermediary, a professional casting platform, and a payment facilitator via Stripe.

VoiceMatch will promote talent.

Any contracts in relation to the job/projects will be facilitated by the client.

Voiceover artists remain independent contractors and are not employees of VoiceMatch.

7. Obligations of Voiceover Artists

Account Responsibility

Users are responsible for maintaining the confidentiality of their login credentials. VoiceMatch is not liable for unauthorised access caused by user negligence.

Voiceover artists at the start of every project 'Review a Contract' for the voiceover job they will be working on. This must be reviewed and signed /agreed on with the client beforehand. Key information in the contract should include usage rights where & how the audio will be used. Broadcast, website, internal, regional, national etc AI/synthetic voice policy where the client specifically prohibits using a voiceover artist recordings to train AI models or create a synthetic version of a voiceover artists voice. Revision policy What's included and what incurs additional cost and/or additional time. Payment Terms will be on project completion.

Voiceover artists, when agreeing to provide their services, must adhere to the specifications provided by VoiceMatch.

The Services may include, but are not limited to, demo sample recordings for a client. Finalised VO recordings for commercials, audiobooks, animations, videos, and other multimedia projects.

On all demo samples and audition recordings the artists must not state their name on the recording. Any members that do not follow these guidelines will be suspended/removed from the platform. When uploading files to upload onto the platform it will automatically relabel this audio file to Stage Name_Job ID.

Voiceover artists agree to perform their services diligently and professionally in accordance with these terms outlined. provide accurate availability, deliver files in agreed formats (e.g. WAV, MP3), and honor confirmed bookings.

Voiceovers agree to provide voiceover recording services as described in the project brief agreed upon in the contract. The scope of Services includes the preparation, recording, editing, and delivery of voiceover recordings in accordance with the specifications outlined in the project brief.

Voiceovers shall endeavor to complete the services and deliver the final voiceover recordings to the client within the timeframe specified in the project brief.

Voiceovers will notify the client promptly of any anticipated delays in the delivery schedule and shall take reasonable steps to minimize such delays.

A Voiceover artist can request after job completion the final media file.

Artists are responsible for their own tax obligations, insurance, equipment quality, and studio standards.

Promotional Posts on VoiceMatch Social Media Channels

VoiceMatch only posts out 'individual VO members promotions ' providing they do not engage with the posts. This is to ensure potential clients search for the artist profile on VoiceMatch and contact the artist on the platform. It's a form of advertising to get clients onto the platform if they want to book the VoiceMatch artist for future jobs.

8. No AI / Voice Synthesis Projects

VoiceMatch is a professional voice casting platform for human voiceover services only.

AI voice projects are strictly prohibited on the platform. This includes (but is not limited to):

- AI voice cloning
- Synthetic voice generation
- Voice model training
- Text-to-speech voice replication
- Any project intended for machine learning or AI dataset creation

Any client found to be posting, requesting, or commissioning AI-related voice projects through VoiceMatch will have their account **suspended** and the job posting will be permanently removed at VoiceMatch's discretion.

Voiceover members may report any client that is posting AI projects or AI-related requests directly to VoiceMatch contact@voicematch.uk .Or through the feedback form <https://voicematch.uk/get-platform-support/> VoiceMatch will review all reports and take appropriate action.

9. Client & Casting Conduct

Clients and casting directors agree not to bypass the platform to avoid platform fees, not to solicit talent directly outside the platform for active projects, and not to misuse demo material.

Unauthorized direct negotiation that circumvents VoiceMatch may result in account suspension.

Voiceover Artists can rate a client and also report a client if an AI related project has been posted, usage fees are too low on projects that clients are posting on the platform. VoiceMatch will review all reports and take appropriate action.

Any other personal details cannot be shared such as contact details, email addresses, websites or full names on the platform's chat/inbox this will not be tolerated. Any personal information will be blocked on the platform if a user attempts to disclose any details. A red error message will be highlighted.

10. Auditions & Selection

When a voiceover artist applies for a job on the platform, they upload either their demo reel or (if the client has requested and provided a sample script) a recorded audition. All demos and audition files must be delivered as a mp3 file.

All voiceover audio samples sent via the platform and displayed on the site are provided for reference only. Samples and custom auditions provided by our voice talent may not be reproduced, sampled or replicated in part or in full for any purpose except internal assessment, nor used for machine learning or training of AI voice synthesis. Use of final audio recordings will be subject to licensing terms and durations agreed with the individual voice artist, and may not be used outside of the purposes agreed in those terms.

A casting director has full control they set a limit on the number of auditions they want to receive when posting a job casting. When a new job is posted on the platform an email notification also gets sent externally to the voiceover artists email address. A casting director can add a number of files to the job post such as a video, audition script, NDA word doc/pdf, audio files.

A Client can shortlist up to four potential voiceover artists for the project/job. When the client finally confirms the actual voiceover artist that has been selected for the position, the other artists will receive an unsuccessful response however feedback on their audition will be given. At VoiceMatch we understand and value how much feedback is key to learning and developing/improving performances for future auditions. The selected voiceover artist can at this stage negotiate with the client on the rate BSF/Usage fee if they feel it is low.

Casting directors can also search, and match talent based on their project brief criteria. There are filters on gender, genre, tone of voice, voice age, country of residence, native country, native accent, other languages, other accents etc. On viewing the voiceover artist results you can then view their profile and click on match / connect on the platform to save them as a favourite to contact directly through the platform.

Before any project commences, the client will issue a written client contract / booking agreement to the selected Voiceover Artist for review. Voiceover artists may decline a project for valid reasons, including ethical concerns.

Platform Contract Disclaimer

Where the Client issues a contract to the Voiceover Artist, VoiceMatch is not responsible for the terms of that contract and is not a party to that agreement.

The Voiceover Artist must review, sign, and return the contract before recording begins.

The client contract should include key project terms, including (where applicable):

- The project brief and deliverables
- Usage, licensing, and duration
- Delivery timeline
- Payment terms (on project completion)
- Revisions (What's included vs extra)
- AI/synthetic voice policy where the client specifically prohibits using a voiceover artist recordings to train AI models or create a synthetic version of a voiceover artists voice.

All of the above must be clearly stated and agreed within the client contract. Clients must receive signed written approval from the voiceover artist beforehand.

11. Reviews & Ratings

After the project has been completed a voiceover artist can 'request a review' which will also update their star rating score on the platform, the voiceover may choose to add the VoiceMatch review to feature on their profile.

The Voiceover artist can also request the final media the voiceover appears in for their portfolio.

The Voiceover artist will also have the option to rate the client.

VoiceMatch reserves the right to remove reviews that are abusive, defamatory, discriminatory, or unrelated to the project. Users may not offer incentives in exchange for reviews.

12.Content Standards for Job Posts

Prohibited Job Content

Clients may not post projects involving:

- illegal content
- hate, harassment, or extremist content
- pornography / explicit adult content
- misleading or fraudulent briefs
- requests for unpaid work disguised as casting

13. Payment Terms

For jobs booked through the platform, transactions involve third party processors such as Stripe.

- BSF Payment + any Usage to the Voiceover Artist
- + A 20% platform fee on top of the total amount to the VoiceMatch Platform.
- Clients are charged a 6% Stripe processing fee

All fees are quoted in GBP (Great British Pounds).

- VoiceMatch does not set prices, it provides guidance on BSF industry standard rates. The platform allows any rate to be entered, but if a client enters a BSF rate lower than the industry standard BSF rate an informational warning in red is displayed that the rate is significantly below typical market /industry rates.
- When a voiceover artist is selected for a job casting. A voiceover artist records the voiceover and uploads it onto the platform. The voiceover artist sends the casting director the recording so the client can listen to the final recording on the platform, but they cannot download it. Once the client is happy and the job is signed off, the client pays the platform/VO artist first. Once the voiceover artist has received payment for the job, the final Wav audio recording is available for the client to download on the platform.

Stripe Express - Connected Accounts Setup

When successfully connecting to Stripe Express on the platform, after a few days time you may receive an email about 'Direct Debit'.

Direct debit support for Express connected accounts varies by country.

Platforms in Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malta, Mexico, the Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Thailand, the United Kingdom, and the United States support Express accounts .

(*For connected accounts in countries where automatic debit for negative balances isn't supported, negative balances are typically covered through future payment volume. The account can't receive payouts while the balance remains negative Stripe resumes payouts once the balance becomes positive again.)

Stripe has confirmed that:

The Direct Debit / auto-debit mandate is a normal part of Stripe account setup.

It can be used by Stripe if an account needs to cover a negative balance, for example following a refund, dispute or chargeback.

It does not mean it is scheduling a Direct Debit payment from the artist's bank account.

Connected accounts will receive an automatic email notification which will be sent when a voiceover artist successfully connects the Stripe Express account.

Stripe explains how this works here:

<https://support.stripe.com/questions/auto-debit-faq>

Artists will receive confirmation that the connection has completed successfully, while also giving some context if a separate bank notification about the Stripe mandate appears and would otherwise look unexpected.

*If a vo member cancels the direct debit and is responsible for a negative balance, for example following a refund, dispute or chargeback here's what happens. Negative balances are typically covered through future payment volume. The account can't receive payouts while the balance remains negative Stripe resumes payouts once the balance becomes positive again.)

14. Digital Delivery

Upon receiving payment from the client final audio files will be delivered in the agreed format to the client on the VoiceMatch platform.

15. Cancellations

Client Cancellation:

Fees may apply depending on the stage of completion.

Where payment has been made, refunds are not guaranteed and will be assessed case-by-case based on:

- whether recording work has commenced
- whether files have been delivered
- whether the Voiceover Artist has completed agreed services

16. Confidentiality

Voiceover Artist shall keep confidential all information including project details, scripts, and any client information.

Final reels, animations, videos etc produced will need client approval before sharing in the public domain.

17. Intellectual Property & AI Protection

Upon full payment, copyright transfers to the client for agreed usage and license duration.

Voiceover demos, auditions, and recordings may not be used for AI training, may not be cloned or synthesized, and may not be repurposed outside agreed licensing.

Unauthorized AI voice replication is strictly prohibited.

18. Data Protection

Voicematch is committed to protecting the privacy and security of personal data. All personal data collected, used, stored, and processed by the Company shall be in

accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). The Company shall only use personal data for the purposes of providing and improving our services, and as legally required. For more information, please refer to our Privacy Policy available on our website.

19. Platform Conduct & Suspension

VoiceMatch reserves the right to suspend or terminate accounts for misconduct, bypassing platform fees, harassment, fraudulent activity, or breach of these Terms. VoiceMatch may review inbox content if a report is made.

Repeated breaches may result in permanent removal.

20. Limitation of Liability

VoiceMatch shall not be liable for indirect or consequential loss, loss of revenue or profit, or business interruption.

Total liability shall not exceed fees paid for the relevant project.

Nothing excludes liability for fraud, death, or personal injury caused by negligence.

21 Indemnity

Users agree to indemnify VoiceMatch against claims arising from misuse of the platform, breach of these Terms, intellectual property infringement, or unauthorized use of recordings.

22. Entire Agreement

These Terms constitute the entire agreement between VoiceMatch and its users.

No partnership or employment is created.

Force Majeure applies. Jurisdiction: England & Wales.

23. Complaints & Dispute Resolution

Disputes Between Clients and Voiceover Artists

Any complaints should be submitted in writing directly to the client on the platform. (VoiceMatch is not responsible for resolving disputes regarding creative preference, performance style, or subjective satisfaction).

VoiceMatch may, at its discretion, review disputes relating to platform misuse, harassment, non-payment, or policy breaches. You can report a job post to VoiceMatch via the support form link on the platform if it doesn't meet industry standards.

24. Amendments

VoiceMatch reserves the right to amend these Terms at any time.

Updated Terms will be communicated via email or platform notification.

Continued use of the platform constitutes acceptance.

25. Termination

Either party may terminate membership at any time.

Ongoing confirmed projects must be completed.

VoiceMatch may immediately terminate accounts for serious breaches.

Appendix 1

ARTIFICIAL INTELLIGENCE

1. Client expressly agrees not to utilize any portion of the Talent's file, recording or performance of Talent for purposes other than those specified in the initial Agreement between the parties, including but not limited to creation of synthetic or "cloned" voices or for machine learning.
2. Specifically, Client shall not utilize any recording or performance of Talent to simulate client's voice or likeness, or to create any synthesized or "digital double" voice or likeness of Talent.
3. Client specifically agrees not to sell or transfer ownership to all or part of any of the original files recording the performance of Talent to any third party for purposes of using

the files for Artificial Intelligence, such as text to speech, or speech to speech uses, without Talent's knowledge and consent.

4. Client agrees not to enter into any agreements or contracts on behalf of Talent which utilizes all or any part of any of the original files recording the performance of Talent for purposes of using the files for Artificial Intelligence, such as text to speech, or speech to speech uses, without Talent's knowledge and consent.

5. Client agrees to use good faith efforts to prevent any files of recordings or performances stored in digital format containing Talent's voice or likeness.

- "Breach of AI clause is a material breach"
- "Client agrees to indemnify VO and VoiceMatch"
- "Any breach may result in legal action"

Contact Information

If you have any questions about these Terms of Service or your rights or VoiceMatch's obligations relating to the Website please email us at contact@VoiceMatch.uk

Electronic Communications

You consent to receive communications from VoiceMatch electronically. We will communicate with you by email or by posting notices on the Websites. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in "writing." Notice will be deemed given 24 hours after it is posted on any of the Websites or sent via email.