

Production Information Sheet

Overview

This information sheet outlines the key policies, standards, and expectations for all productions, shoots, and bookings. These guidelines ensure clarity, professionalism, and consistency across every project and collaboration.

Payment and Refund Policy

Once the full production balance has been paid, all payments are non-refundable. This policy is in place because significant time, staffing, and resources are allocated immediately upon payment, including studio reservations, pre-production planning, and equipment scheduling.

Exceptions (Special Circumstances)

Refunds or partial credits may be considered only in exceptional cases, such as:

- Force Majeure Events: Natural disasters, public emergencies, or government-imposed restrictions that make it impossible to conduct the production.
- Company-Initiated Cancellations: If the Company is unable to fulfill its obligations due to internal issues such as equipment failure, staff illness, or production conflicts beyond the Client's control.
- Verified Medical or Safety Concerns: In cases where the Client or a key participant has a documented medical emergency or safety issue that prevents the shoot from proceeding.

In any approved exception, the Company will assess the situation and may issue:

- A rescheduled production date at no extra charge, or
- A partial refund or credit toward a future booking, depending on the stage of production and expenses already incurred.

Rescheduling

If a shoot must be rescheduled, both the Client and the Company must agree on a new mutually acceptable date.

Reschedule requests made within 48 hours of the scheduled shoot may incur a rescheduling fee to cover staffing and location costs already committed.

Equipment Use

All production and studio equipment, including cameras, lighting, sound gear, and accessories, are property of the Company.

For safety and liability reasons, clients, guests, and non-company personnel are not permitted to handle or operate equipment at any time unless explicitly authorized by a company representative.

Any damage caused by unauthorized handling will be billed to the responsible party, and the session may be terminated immediately with no refund.

Professional Conduct

A respectful and safe environment is required for all productions.

If any client, guest, or associate exhibits disrespectful, threatening, or inappropriate behavior toward company staff, property, or equipment, the Company reserves the right to immediately cancel the production without refund.

Additionally, if any equipment is damaged, whether intentionally or through negligence, the Client may be held financially responsible for repair or replacement costs.

Content Ownership

All materials created under the Company's direction, including video, photography, audio, graphics, and other media, remain the exclusive property of the Company.

This includes content produced by staff, contractors, or affiliates during bookings, live events, or any company-related activities.

The Company reserves all rights to use, edit, modify, distribute, and promote the content across platforms unless otherwise stated in a written release agreement.

Turnaround Time

Standard project turnaround is 2 to 4 weeks from the date of production, depending on the project's complexity and deliverables. Larger or more detailed projects may require additional time. Any alternate timelines will be clearly communicated in advance.

Additional Information

These policies are intended to complement and align with the Company's official Terms and Conditions, which can be found on our website. Clients are encouraged to review them fully before booking.

By proceeding with payment or production scheduling, clients acknowledge and accept all terms outlined in this information sheet.