

Airis Films Video Production

Terms & Conditions

Thank you for choosing **Airis Films Video Production** to capture your project.

These Terms and Conditions explain how I work, what to expect from the service, and how I protect both your investment and my creative work.

By confirming your booking and paying the deposit, you agree to these terms in full.

Please take a few minutes to read them carefully — they're designed to keep everything clear, professional, and straightforward.

1. General Information

Airis Films Video Production (hereinafter "Airis Films") provides professional video production services for commercial, promotional, and event purposes.

The Client acknowledges that Airis Films Video Production is not responsible for any health, safety, or event-related risks beyond the provision of filming services.

2. Booking and Payment

- a. A date will be reserved once a **50% non-refundable deposit** has been received.
- b. The remaining **50% balance** must be paid either on the filming day or prior to delivery of the final edit, unless otherwise agreed in writing.
- c. Prices are confirmed at the time of booking. Any additional filming days, travel, or editing requests outside the initial agreement may incur additional costs.

3. Cancellations and Re-arrangements

- a. The Client may cancel this booking at any time by giving written notice to **AirisFilmsProduction@gmail.com**.
- b. A full refund will be issued only if written cancellation is received within **72 hours** of booking.
- c. After 72 hours, the deposit becomes non-refundable. If Airis Films successfully rebooks the cancelled date, up to 25% of the total may be refunded at Airis Films' discretion.
- d. Re-arrangements are welcome — new dates will be accommodated wherever possible at no extra charge.
- e. The Client is responsible for securing all necessary filming permissions and paying any associated fees for locations or events.

4. Filming Conditions

Airis Films Video Production will make every effort to ensure high-quality colour, lighting, and audio reproduction.

However, environmental factors such as lighting, noise levels, guest or participant interference, or venue restrictions may affect results. Airis Films Video Production will use professional judgement to achieve the best possible outcome under the circumstances.

5. Delivery and Turnaround

- a. The standard turnaround time for edited videos is **2–6 weeks**, unless otherwise agreed.
- b. Express delivery (such as same-day or next-day teasers) can be arranged in advance and may incur an additional fee.
- c. Delivery is provided digitally via a secure download link (and/or physical media if agreed). Airis Films Video Production is not responsible for long-term storage of files once delivered.

6. The Edit and Raw Footage

- a. Airis Films Video Production will edit the footage professionally and creatively based on the brief provided.
- b. The Client will receive the final videos and, if agreed, raw footage or additional clips as outlined in the invoice or written agreement.
- c. Additional edits or versions requested after delivery may incur further costs.

7. Ownership and Usage Rights

- a. Upon full payment, ownership of the final delivered footage passes to the Client, allowing commercial and promotional use without restriction.
- b. Airis Films Video Production retains the right to use portions of the filmed material to promote its own services — including website, showreels, and social media — unless the Client requests otherwise in writing (for example, when the content is personal or confidential).
- c. Airis Films Video Production retains copyright of all footage until payment is received in full.

8. Liability

In the unlikely event that Airis Films Video Production cannot attend or complete the filming due to illness, emergency, or technical failure, every reasonable effort will be made to find a suitable replacement or alternative solution.

If this is not possible, Airis Films Video Production' liability is limited to a full refund of any payments received.

Airis Films Video Production is not liable for delays or loss caused by events beyond its control (e.g., weather, power outages, equipment failure, or venue restrictions).

9. Archiving

Airis Films Video Production retains backup copies of project files for **up to three (3) months** after delivery. After this period, continued availability of footage cannot be guaranteed.

10. Agreement and Acknowledgement

By confirming a booking and/or paying the deposit, the Client confirms that they have read, understood, and agreed to these Terms and Conditions in full.

This digital acceptance constitutes a legally binding agreement between the Client and Airis Films Video Production, carrying the same weight as a signed physical contract.