

## **Questionnaire:**

What are your expectations for the (visual/content) quality of a Wedding video? Example: Hollywood, elegant and smooth, broadcast quality, high resolution

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What is the religious orientation of the wedding?

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What are the five most important events/shots to be covered?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Who is the intended audience for the video?

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How long is the wedding?

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What do you expect the runtime of the video to be?

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Where is the wedding & reception located?

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How many expected guests? Will there be elderly and children present?

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**How much trust do you put in the videographer's ability to make the video you want to see? (Check one that applies)**

- Very High, we know what we want and expect nothing but the best from the videographer
- High, the videographer must do the job that is expected and/or I'm too busy with wedding planning to think about it
- Some, faith that the videographer will do a good job
- Not much really, I'm not sure what expect
- None, have no expectations at all

What do you expect some of the qualities of videographer to be for your wedding?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Have you seen other wedding videos from either family or friends? (Describe you experience)

(Optional :What were their expectations from their video?)

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Do you agree that the videographer must take care of their bodily self as a priority and preserve audio/video equipment from damage during the event, over recording or preserving the quality of the desired or requested shot/s listed in the checklist?

YES

NO

## DO YOU AGREE WITH THIS STATEMENT

In order to provide quality video images and maintain the length of shot for which the client chooses, or acting in the best interests of the client. The videographer may have to obstruct the view of others, impede the traffic of persons during the event, and impose oneself in a situation for the purposes of filming. The videographer will always be respectful to the bride and groom, wedding guests, their respected friends and families, and employees at the venues of the locations where the event takes place.

Personal safety will be the videographer's primary concern, but also concerned for the safety of guests, the clients, and venue employee during filming. The videographer must also be respectful to the venue or establishment of the event/s, and not cause harm, theft, or damage to the property.

Also, the videographer retains the right to protect their own equipment from molestation, theft, damage from event activities, personnel, or clients' guests /family/friends. The videographer will obey and respect any rules or regulations of the event venue/s, and subject to any existing federal/provincial/local laws of the place and time of filming the event. Also, the clients, guests, venue personnel are also subject to, and will obey and respect any rules or regulations of the event venue/s, and subject to any existing federal/provincial/local laws of the place and time of filming the event.

YES

NO

Initial/s to confirm that this was read by the client/s:

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The videographer's refund/compensation policy as a result of failure to deliver a promised service and agreed upon terms with the aforementioned client/s, do not include capturing actions, incidences, unexpected events, unintentional actions or comments made by the family and guests of the clients, or venue employees of the location. May these situations occur at the client/s event/engagement and at the specified locations/venues; these recorded situations may be regarded as incidental and fortitudinous incidences of recording either in audio or visual formats.

Any unmentioned or unforeseen incidences not covered in the aforementioned agreement that may arise in the proceeding, during, or after the event/s, and during or after post-production, must be agreed upon by both the client/s and videographer. Also, the client/s must respect the compensation or refund policy outlined and set by the videographer prior to the accepting this agreement. It is also understood by both parties of the audio/visual technological limitations or capabilities of the videographer. In order to procure the product or services for the agreed upon price, it is understood by the client/s of the audio/visual capabilities or limitations of the videographer .

Both the videographer and the client/s agree that verbal or physical abuse /harassment will not be tolerated during this exchange of videography and media services, and is subject to local or Federal laws of or within Canada.

**The Videographer \_\_\_\_\_ has explained the terms and conditions of this contract on \_\_\_\_/\_\_\_\_/\_\_\_\_. The hiring date of the videographer is \_\_\_\_/\_\_\_\_/\_\_\_\_. And the expected delivery date of the Final product is \_\_\_\_/\_\_\_\_/\_\_\_\_.**

I/We agree to the terms of service and conditions set out in this contract.

Client signatures

Print name) \_\_\_\_\_ Signature \_\_\_\_\_

Print name) \_\_\_\_\_ Signature \_\_\_\_\_

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

\*Will it be an issue if the videographer relies on other recording personal devices (i.e. cell, tablet, photos, ipad) from guests and family for editing of your video, in order to compensate for missing sequences outlined in the checklist?

- YES
- NO

# Service Quality Release Form Contract

Service Quality Waiver to provide discounts for videography services to clients.

Releases the Videographer from promised guarantees, such as:

1. \$50 per shot in the Shot Checklist Refund System determined on \_\_\_/\_\_\_/\_\_\_\_\_
2. Service Quality Issues of videography, post-production services, and other audio/video media services, such as imagery or situational content issues, visual or audio quality of the recordings. The videography service promised to the client/s for audio-visual recording of the engagement/ event/ AND content of video and other media services is largely left to the artistic discretion of the videographer.
3. Also the videographer is also exempt from the promised one month and half post production (post even/engagement) service to deliver the final product, (i.e DVD, digital download...etc.)and may take up to 2 -3 months maximum after the event/engagement to complete the client/s promised product.
4. The videographer is exempt from litigation or legal action from the client/s, if it's believed that the videographer did not provide an artistically or audio/visual technologically satisfactory product that fulfills the expectations of the clients. Artistic discretion left entirely left to the videographer.

I/We, \_\_\_\_\_ and/or \_\_\_\_\_ agree to waive the videographer's Shot Checklist System, which would provide a \$50 per check item refund which is described by specific shots and ceremonial /event situations that were to be provided by the videographer to the client/s for recording a video.

By releasing the videographer from obligations in the Shot checklist refund system, the videographer promises to provide a discount of \_\_\_\_\_ on the date \_\_\_/\_\_\_/\_\_\_ in the overall total payment to the videographer in compensation for audio/visual recording or media services.\* Also as a result of this release from Service Quality, the videographer can only guarantee a promised runtime of \_\_\_\_\_, due to time or service quality restraints of the videographer's audio/visual recording equipment and technology and/or incapability, in order to provide the client/s with this promised discount.

The videographer may take liberties to request from the client, permission to acquire for extra footage or photos from guests or attendees of the event/engagement from their personal electronic recording devices if need be, to fulfill a request from the client/s to add a situational or ceremonial visual/audio sequence in the video. In the event of this particular situation of being contentious to the client/s, then this situation will be ultimately left up to the videographer's artistic discretion.

Service quality is also defined by artistic expectations from the client/s edited or unedited footage presented to the client/s of the event, engagement, ceremony. The videographer is released from service quality expectations from the client/s of said footage (edited or unedited) and/or media services, and the service quality provided is left ultimately up to the artistic discretion of the videographer. The videographer is also exempt from litigation or legal action from the client/s against the videographer in the event that the client/s believes that they are not satisfied by any parts of the promised services or believe the product or service does fulfill their expectations. This product or service is defined by the videographer as an agreement with the client/s as outlined in the General Contract and Terms of Service Agreement, and signed by the client/s for the videographer to fulfill obligations for videography or media services before, during, or after the event, engagement, or ceremony.

Videographer \_\_\_\_\_ has read and explained to the client/s the Terms and Conditions set out in the Service Quality Release Form.

The Client/s agree to the Terms of Service and Conditions outlined in this contract.

Client signatures

Print name) \_\_\_\_\_ Signature \_\_\_\_\_

Print name) \_\_\_\_\_ Signature \_\_\_\_\_

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**\*This discount or services associated with this agreement is to help the videographer's audio/visual technological or artistic capabilities, and help assure the quality of the promised service to the present client/s, future client/s, future videography or media service projects or contracts. This is not for unscrupulous or unlawful monetary or unethical gains.**



