

A. QUOTES AND BOOKINGS

We believe in doing only one thing and doing it to an exceptional standard. If you desire inspiration, energy and creativity infused into your motion picture productions, please reach out to us.

For quotes and booking enquiries, please fill out the form on our website. Or you can check our availability using the button on our contact page.

All of our digital content creation work is priced by quotation. Please include as much relevant information as possible, for example, the location of the project, intended usage of your production, and time frame for project completion.

We can give you an estimate based on your brief. We can provide a quote for on-site work - we will require access to scout and assess your project.

We would be more than happy to jump on a call with you or catch up for a coffee to find out a bit more about your business and how Real Visuals Media can help you.

We look forward to hearing from you.

B. HOW TO BOOK & HOW TO CANCEL

Please use our **BOOKING APP** to make routine bookings. For cancellations due to emergencies, please call promptly. Severe weather and personal emergencies are exempt from cancellation fees.

Cancellations made less than 24 hours prior to your booking time are subject to our cancellation fee. We may charge a cancellation fee if we arrive at your office to collect keys as booked, and the keys are not available for collection or if the keys supplied are inoperative at the property or the wrong set is supplied.

We charge a fee for pick-up keys and return keys to agency offices or other addresses.

C. WEATHER

We are not liable for cloudy weather, if you wish to have your photos taken when the weather is sunny or clear, and the weather is not sunny or clear, please cancel the photo shoot promptly. If the weather is severe, we may elect to cancel due to thunderstorm, hail, heavy rain, strong winds. We reserve the right to reschedule if the weather is adverse.

D. READYNESS & ACCESS

Properties will be captured as-is so please ensure all construction and housekeeping is complete before making a booking. If you wish to have input into the angles selected, please attend the property at the appointment time. It is the responsibility of the owner to ensure that they provide a representative on-site to ensure that parked cars can be moved, rubbish bins are moved, all globes are working, and the lights are on.

In the absence of a representative attending, our interpretation of the scene will be deemed acceptable.

For dawn shoots, keys must be supplied on the prior day.

A call-back charge applies for properties that are partially unready, or when work is not completed in the timeslot.

E. PHOTO, DRAWINGS & VIDEO LICENCING

Works (photos, video and floorplan drawings) are licensed for commercial use for 3 years or in-perpetuity, from the delivery date to the booking client for marketing for-sale and for-rent property. For 3rd party usage, please enquire for a quote. Copyright is retained by us, as creator. Your usage license provides details of your terms.

F. INSURANCE & INDEMNITY

Real Visuals Media Pty Ltd is a fully insured contractor and CASA-registered and RPA Operator Accredited for remotely piloted aircraft for commercial use.

Aviation Reference Number (ARN) 1019883 for aerial photography and video from a drone (Remote Piloted Aircraft – RPA / drone). Rain, fog, wind (above 12 knots gusts) conditions preclude flying.

Aviation restrictions apply around helipads and controlled aerodromes. ABN/ACN: 138 040 516 / 42 138 040 516.

Workcover and public liability insurance COIs supplied on request. Our equipment (including addendum for drone) and vehicles are insured.

General Construction Induction White Card supplied on request.

Blue Card Working with Children (Risk Management and Screening) Act 2000) supplied on request.

G. EXTRA FEES & CANCELLATION FEES

We're based in Brisbane, Queensland, and we service locations Australia-wide.

Travel costs: first 100km road travel is free. Road travel is charged \$0.65 per km (includes tunnel, road and bridge tolls).

Flights, overage on equipment cases / baggage, overnight accommodation and rental vehicles are on-charged at cost.

Please request a quote to show travel costs and outlays.

Parking station fees and vehicle barge fees are on-charged at cost.

archive retrieval of past photos and video galleries and / or logo re-branding - per property	\$20
pick-up keys and return keys to agency office or other address	\$60
call-back fee (a return visit to complete the work ordered)	\$90
short-notice cancellation (less than 24 hours prior to booking)	\$90 plus outlays
on-site cancellation fee (no-access or client no-show)	\$90 plus outlays

H. POST-PRODUCTION & DELIVERY

Processed work will be delivered generally within 7 days, or within a mutually agreed schedule.

PHOTO POST-PRODUCTION includes editing (layering and compositing, colour cast correction, lens distortion correction and perspective (verticals) adjustment where necessary. Minor shadow and imperfection clean-up.

Retouching includes correcting parts of an image that the client would like changed, such as: removing various elements such as driveway oil stains, water splashes, ceiling devices and some vents, egress signs, spots on paintwork, and fluff on carpets and curtains and furniture. Retouching is always applied if needed.

Additional retouching requested by clients will be quoted. Retouching may incur extra charges at \$45.00 per 15 minute block.

I. VIDEO PRE-PRODUCTION

The first stage of video production is planning. We will meet with you either in-person or on a phone or video call to discuss your brief and production plan

J. VIDEO ON-SITE PRODUCTION

The second stage of video production is on-site capture. We use LED panels, wireless lavalier and shotgun mics, broadcast quality audio, Nikon professional full frame cameras and a range of professional lenses (f1.4, f2.8) and a range of grip including dollies, sliders, gimbles and jibs. We use DJI drones for aerial work.

K. VIDEO POST-PRODUCTION

We scour through your footage selecting and assembling the scenes into order. This stage is called the assembly edit.

We achieve picture-lock where essentially all the footage is assembled, in order and trimmed to match the storyboard or narration. The third stage is sound mixing – adding music, narration and other audio elements. The fourth stage is to add visuals effects such as animations. Titles and captions are next, then colour grading (by far the largest task).

Colour grading is the process of altering the colour of the light in each shot with digital filters so each shot matches one another. These corrections include adjusting exposure, lens corrections, perspective adjustment and white balance. Colour cast areas can also be adjusted to ensure all the scenes flow. We want your video to flow together nicely. In the same way we want your audio levels to be equal, we want the visuals to all look as similar as possible, so no individual shot sticks out as jarring or of lower quality than another. When done correctly, no one should even realise any grading has been done. The last step is adding any additional title or end cards. End cards are a title graphic placed at the end of your video.

The final step is to render the effects and export the media to a file in the resolution required by the client.

L. COMPLETION & DELIVERY

Post-production and re-touching of your work is completed as soon as practical after the capture is complete. Please allow time for us to return to our office and then we can give you an estimate of your expected delivery date and time. We prioritise our post-production workflow based on the order of jobs completed. If you request a round of video edits, please allow time for us to complete your request. File delivery is via our website secured gallery system.

Photos are supplied in these downloadable sizes:

interiors & exteriors & portraits	6064x4040 or 4040x6064
aerial photos	4000x2661
websized & branded	2000x1331 or 1331x2000

Videos are supplied in these downloadable sizes:

UHD 4K	3840x2160
UHD 1440p	2560x1440
HD 1080p	2048x1080
or Full HD 1080p	1920x1080
HD 720p	1280x720
SD	854x480

M. ESTIMATES, QUOTES, INVOICES & PAYMENTS

We will ask you for your project brief - what you'd like included in your production - on-site and locality footage, narrations, interviews, animations and special effects and branding.

We make a job estimate before each new project, even with existing clients, so our client knows exactly what to expect. Estimates may change as a project progresses.

Some clients require a purchase order from their company manager, in order to secure a production booking. If you require a quote to obtain your purchase order, please allow sufficient lead-time for this to be prepared.

If you request a quote, we will provide a detailed document itemising everything we expect to charge for, plus an allowance for overruns. To prepare your quote, we will need to attend and access the proposed location, scout and plan a production schedule. Outside suppliers' costs will be incorporated into your quote if required. We charge a nominal amount for outlays for quote preparation - typically journey and parking costs.

On completion of your project, we will issue our invoice for payment. Deliverable media will be made available for client download after we receive your payment. We accept credit cards via PinPayments Australia (Southern Payment Systems Pty Ltd) and direct bank deposit.