



DDW Videography & Productions – Terms & Conditions

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Effective date: 1 March 2026

These Terms & Conditions ("**Terms**") apply to all services provided by **DDW Videography & Productions** ("**DDW**", "**we**", "**us**", "**our**") to the client ("**you**", "**client**"). By requesting a quote, making a booking, paying a deposit, or using our services, you confirm that you have read and agree to these Terms.

1) Definitions

- **Booking:** A confirmed reservation for services on a date/time.
- **Deposit:** A portion of the total fee paid to secure a booking.
- **Deliverables:** The final photos/videos/files DDW agrees to provide.
- **Event/Project:** The wedding, event, commercial shoot, production, or any other service engagement.
- **Force Majeure:** Events beyond reasonable control (e.g., severe weather, power outages, illness, venue closures, government restrictions).

2) Quotes, Scope & Booking Confirmation

- 2.1 **Quotes** are based on the information provided at the time (date, location, hours, deliverables). Quotes may change if the scope changes.
- 2.2 **A booking is only confirmed once the deposit is paid** and DDW has confirmed the booking in writing.
- 2.3 Any changes to date, location, start time, hours, or deliverables must be agreed in writing and may affect pricing.

3) Payment Terms

- 3.1 **Deposit Requirement:** A deposit is required to secure your booking. The deposit is typically **30%–50%** of the total package price unless otherwise agreed in writing.
- 3.2 **Balance Payment:** The remaining balance must be paid **before or on the event date**, unless otherwise agreed in writing.
- 3.3 **Late Payments:** DDW may withhold delivery of final deliverables until all outstanding amounts are paid in full.
- 3.4 **Payment Method:** Payment methods will be confirmed on your invoice/quote (e.g., EFT). Proof of payment may be requested.
- 3.5 **Pricing & VAT:** If VAT is applicable, it will be clearly stated. If not applicable, pricing remains as quoted.

4) Cancellations & Refunds

- 4.1 **Client Cancellation:** If you cancel your booking, the **deposit is non-refundable**.
- 4.2 **DDW Cancellation:** If DDW cancels due to unforeseen circumstances (including Force Majeure), DDW will either:
 - offer to reschedule (subject to availability), **or**
 - issue a **refund of amounts paid** for services not delivered.

4.3 **No-Show / Late Start:** If the client or event is unavailable at the agreed time, filming/coverage time continues from the scheduled start time.

5) Rescheduling

5.1 Rescheduling is subject to DDW availability.

5.2 If your new date is unavailable, the reschedule will be treated as a cancellation (deposit remains non-refundable).

5.3 If rescheduling is approved, any price differences may apply due to seasonality, travel, or scope changes.

6) Delivery Timelines

6.1 DDW aims to deliver final photos/videos **within 7–30 business days**, depending on the project type, package, and editing complexity.

6.2 Delivery timelines may be affected by:

- client delays in providing required info/music approvals,
- scope changes,
- peak season workloads,
- Force Majeure events.

6.3 Delivery timeframes are estimates unless a specific deadline is agreed in writing.

7) Client Responsibilities

You agree to provide accurate and complete information, including:

- event/project details (dates, times, locations, schedules),
- access and permissions required by venues/locations,
- designated point-of-contact on the day (if applicable),
- cooperation of participants where necessary (e.g., bridal party, speakers, key stakeholders).

DDW is not responsible for missed footage due to delays, restricted access, or lack of cooperation beyond DDW's control.

8) Creative Style & Editing

8.1 DDW's work is delivered in DDW's **creative style**, including colour grading, pacing, and selection of shots.

8.2 **Revisions:** Minor edits may be offered at DDW's discretion. Additional revisions, major changes, or re-edits may be charged at an hourly rate.

8.3 The client may not request editing that conflicts with DDW's professional standards or branding, unless agreed in writing.

9) Copyright, Licensing & Usage Rights

9.1 **Ownership:** All raw and edited photo/video content remains the **copyright property of DDW**, unless otherwise agreed in writing.

9.2 **Client Licence (Personal Use):** Clients receive a licence to use deliverables for personal use,

including sharing with family/friends and on social media.

9.3 **Commercial Use:** Any commercial use (advertising, paid campaigns, business promotions) requires **written permission** and may require an additional licence fee.

9.4 **Raw Footage:** Raw footage is not included unless explicitly agreed and may be subject to an additional fee.

9.5 **Third-Party Music / Audio:** If music is requested, the client is responsible for ensuring appropriate licences where required. DDW may use licensed music libraries where available.

10) Portfolio & Promotional Use

10.1 DDW may request permission to use content for portfolio and marketing (website, social media, showreels).

10.2 If you prefer privacy/non-disclosure, you must notify DDW in writing before or during booking, and DDW will respect this request.

11) Equipment, Safety & Technical Issues

11.1 DDW maintains equipment carefully, but in rare cases equipment failure may occur. DDW will take reasonable steps to continue coverage (backup gear, alternative recording methods).

11.2 In the unlikely event of data loss due to equipment failure, corruption, theft, or circumstances beyond DDW's control, liability is limited as per Section 13.

11.3 DDW may refuse to operate in unsafe conditions or environments that pose risk to people or equipment.

12) Force Majeure (Unforeseen Circumstances)

DDW is not liable for failure or delay caused by Force Majeure events, including but not limited to:

- severe weather, accidents, illness, venue shutdowns, power/internet outages, civil unrest, or government restrictions.
- Where possible, DDW will attempt to reschedule or provide a reasonable alternative solution.

13) Limitation of Liability

13.1 To the maximum extent permitted by law, DDW is not liable for indirect or consequential losses (loss of profit, emotional distress, missed moments due to restrictions, etc.).

13.2 DDW's total liability is limited to the **amount paid by the client** for the relevant services.

13.3 The client remains responsible for securing permissions, releases, and venue access where required.

14) Third-Party Services

DDW may use third-party platforms for:

- payment processing,
- file delivery,
- cloud storage,
- online galleries.

These providers have their own terms and privacy policies. DDW is not responsible for downtime or issues caused by third-party services beyond DDW's control.



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15) Changes to These Terms

DDW may update these Terms from time to time. The version posted on our website at the time of your booking will apply unless otherwise agreed in writing.

16) Governing Law

These Terms are governed by the laws of the **Republic of South Africa**. Any disputes will be handled in the appropriate South African jurisdiction.

17) Contact Details

For bookings, questions, or concerns:

DDW Videography & Productions

Email: info@ddwvid.co.za

Phone/WhatsApp: 068 353 9278