

## TERMS & CONDITIONS

### PAYMENT PROCEDURE

- 1) 10% BOOKING AMOUNT OF TOTAL SERVICE COST (**NON-REFUNDABLE**)
- 2) 40% OF TOTAL SERVICE COST BEFORE 40 DAYS FROM EVENT DATE\*
- 3) 50% OF TOTAL SERVICE COST ON EVENT DAY\*
- 4) 50% OF PRODUCT COST AFTER PHOTO SELECTION
- 5) 50% OF PRODUCT COST BEFORE PRINTING

### PREMIUM SERVICE POLICY

**(PREMIUM PACKAGES INCLUDE PEARL / RUBY / DIAMOND ONE DAY EVENT PACKAGES)**

1. **Event Rituals Schedule Submission:** The client is required to submit a detailed schedule of the event rituals to the Swaptography team no later than 30 days before the event. This schedule must include all key moments and activities that need to be photographed or filmed.
2. **Photography Time Slot Requirement:** The client must allocate a minimum of 2 hours on the event day exclusively for Swaptography to cover individual and couple portraits. This time slot should be clearly included in the event day schedule provided to Swaptography.
3. **Client Availability:** It is the client's responsibility to ensure that the couple is available for photography during the designated 2-hour time slot. Swaptography cannot be held responsible for any quality difference or lack of creative shots in the video or album products if the couple fails to be available during the specified time.
4. **Quality Assurance:** Swaptography is committed to delivering the highest quality products. However, the quality and creativity of the final results depend on following the agreed-upon schedule. Any changes or delays to the schedule may impact the final outcome.

### DISCOUNT POLICY

A) Any discount offered on services or products is valid for 90 days from the event date.

B) If there is a delay in providing photo selection, choice selection, or any required information/decision after 90 days from the event date, it may affect the delivery time. In such cases, the discount provided in the quotation will no longer apply. You will be required to pay the full (non-discountable) cost for the services and products as outlined in the final quotation.

## **SERVICE CANCELLATION AND REFUNDS**

### **1. Event Cancellation or Postponement:**

- If you need to cancel or postpone your event, you must notify Swaptography Events & Films LLP at [swaptography@gmail.com](mailto:swaptography@gmail.com). Or on Call.
- In case of postponement, the service amounts will be adjusted to the new date. Charges may vary depending on the time between the intimation and the postponed date confirmation.

### **2. Non-Refundable Booking Amount:**

- The booking amount is non-refundable in the event of any service cancellation.

### **3. Service Cancellation After 40% Payment:**

- Once 40% of the service cost has been paid, the services specified in the quotation cannot be cancelled.

### **4. Refund Policy for Cancellations:**

- If you cancel the services 34 days or more before the event date, 50% of the total service cost will be refunded.
- If you cancel the services 30 days or less before the event date, you will be responsible for paying the full balance of the service cost.

## **• BOOKING AND PAYMENT OF HIGHTECH SERVICES (DRONE / LIVE VIDEO / LED SCREEN / JIMMY CRANE) \***

- A)** To book our services, you must sign a contract and pay a non-refundable 50% BOOKING amount.
- B)** The deposit will be used to reserve your date and start the planning process.
- C)** The remaining balance of special services must be paid in full at least 40 days before the event.
- D)** Failure to pay the balance by the due date may result in the cancellation of our any services

## **• QUOTATION CHANGES**

- A)** You may request changes to the Coverage Photography Service's 40days before the event before making the 40% Advance Payment.
- B)** We will do our best to accommodate your changes, but we cannot guarantee that all changes will be possible.
- C)** Changes made less than 30 days before the event may result in additional fees.

- **PARKING / TRAVELLING & ACCOMDATION**

The client is responsible for providing valid parking for our team members who are attending for videography, photography, or event management purposes.

**A. Travel and Accommodation:**

The client is responsible for providing travel and accommodation for the photographers or any other field team members required for the event.

**B. Client Responsibilities:**

The client is liable to pay for the train/plane tickets, vehicle fuel, and toll costs incurred by Swaptography's team.

**C. Receipt Submission and Payment:**

Swaptography will provide all receipts related to travel and accommodation costs to the client.

Upon receipt of these receipts, the client must make the payment to Swaptography within 3 working days.

❖ **WE KINDLY REQUEST THE PRESENCE OF AN **EVENT COORDINATOR APPOINTED BY THE CLIENT** TO ENSURE THOROUGH COORDINATION BETWEEN BOTH PARTIES **ON THE EVENT DAY**, FOSTERING SEAMLESS COLLABORATION WITH THE EVENT MANAGEMENT TEAM OR PROJECT MANAGER.**

❖ **OUR COMMITMENT: DELIVERY WITHIN 30 WORKING DAYS GUARANTEED, AS OUTLINED IN OUR **TERMS AND CONDITIONS**.**

- 1) Kindly **choose Your Photos within 7 Days** after Delivering the Photos to ensure timely Processing.
- 2) Your Valuable input is appreciated – kindly share any **album design corrections within 7 Days** upon receiving the initial draft. Only one round of correction is allowed.
- 3) We kindly request our valued clients to share their **duration finalization and ritual song selection within 14 Days after the Submitting the RAW Draft of Traditional film**.
- 4) Kindly, the client is requested to share **their correction within 7 days** after receiving the first draft.
- 5) Swaptography kindly clarifies that **any delays** in product/project deliveries within 30 Working Days are not within our responsibility if there are delays **on the client's end for selection and corrections, following established norms**
- 6) Please be advised that if the event of **non-selection, lack of information, or failure to respond to our messages or calls, resulting in the project rescheduling as per GENERAL PHOTO / ALBUM / VIDEO DELIVERY TERMS.**

## **FOLLOW-UP & REMINDERS**

- A. We will make up to three attempts to contact you via phone call and WhatsApp message for any service or product-related matters. Beyond these attempts, we will not be responsible for any delays in fulfilling our commitments.
- B. **Any corrections or preferences for video editing or photo designing must be communicated through the official WhatsApp group created by Swaptography.** Only the **individual who booked the event or an appointed authorized coordinator** from the client's side can make these requests.

## **DECISION MAKING**

The customer shall appoint a designated authority person, here in after referred to as the **"Authorized Coordinator"** who will act as the point of contact for all post-event services & Products related coordination

## **PRE-WEDDING CONDITIONS**

- a) Travelling, Lodging-Boarding and food for the crew are to be provided by the customer.
- b) SWAPTOGRAPHY Events & Films LLP would be executing any and all pre-weddings with a limitation of strictly 2 costumes per head, per couple, per calendar day.

## **GENERAL PHOTO & ALBUM DELIVERY TERMS**

- A) Photos will be delivered within **2 to 4 working days**.
- 1. **Album Design Delivery:** Album designs will be delivered **within 21 working days** after the client has selected a total of 300 photos.
- 2. **Correction and Color Correction (CC):** After finalizing the album design, any one-time correction or color correction (CC) will require an additional **10 working days**.
- 3. **Album Finalization and Printing:** Upon completion of the Color Correction process, the finalization of the album PDF for print will be carried out. The album will be delivered within **14 working days** upon receipt of the second payment for album printing.
- 4. Please be advised that any additional design corrections or photo additions will incur a cost of **Rs180 per page (CLASSIC)** and **Rs300 per page (PREMIUM)**.

## **GENERAL VIDEO FIRST DRAFT DELIVERY TERMS**

- 1. **INVITATION VIDEO** will be delivered within **10 workings days** after finalizing template & songs.
- 2. **INSTAGRAM REELS** will be delivered within **14 working days\*** after event. **(NO SONG CHOICE)**
- 3. **TEASER** will be delivered within **14 working days** after event. **(NO SONG CHOICE)**

**4. HIGHLIGHT** will be delivered within **21 working days** after song selection.

**5. TRADITIONAL FILM** will be delivered within **60 working days** after song selection & after extra details confirmation from client.

**6. Please be advised that for video raw data within 5 hours, a maximum editing timeline for first draft Traditional film of 60 days applies. However, if the raw video data exceeds 5 hours, additional time will be required, and we will duly inform you regarding the schedule.**

**7. PLEASE BE INFORMED THAT IF THERE IS NO SELECTION, INSUFFICIENT INFORMATION, OR A FAILURE TO RESPOND TO OUR COMMUNICATIONS OR CALLS, LEADING TO THE PROJECT EXTENDING BEYOND 60 DAYS FROM THE EVENT DATE, WE WILL PROCEED TO CLOSE THE VIDEO PROJECT ON OUR END IN ACCORDANCE WITH OUR POLICIES.**

### **TRADITIONAL FILM FIRST DRAFT CORRECTION TERMS**

#### **1. Finalization of Film Elements**

Upon submission of the raw draft to the client, the client must finalize the sequence of the film, event rituals, video duration, and song choices with our team to commence the first draft editing process. This draft will be subject to client approval.

#### **2. Modifications Post-First Draft**

Once the first draft of the traditional film has been submitted, changes to the sequence or duration are not feasible due to technical constraints. Should the client request modifications that deviate from the initial approval, the project will be considered for re-editing. The first draft will be returned with a closing note, and a new project will be initiated with a revised quotation. The client must make the new payment to proceed with the revised project.

### **VALID CORRECTIONS TERMS FOR VIDEO EDITING**

#### **Song Replacement:**

A song may be replaced with another at the same location and duration on the timeline. If the duration of the replacement song differs from the original, the sequence may experience sound continuity issues. We will not be responsible for any resulting errors.

#### **Limit on Song Replacements:**

A maximum of five songs may be replaced during the first draft correction of the traditional film.

#### **Sequence Changes:**

The sequence of the film cannot be altered once it has been approved during the raw draft process.

Kindly note that once you confirm your choices for songs, photo selection, and any video template, no further changes will be possible during the editing process. Your timely confirmation is appreciated.

## PHOTOGRAPHY'S INDIVIDUAL SERVICE CHARGES

### CLASSIC

FULL DAY SERVICE CHARGES - 10HRS	AMOUNT	HALF DAY SERVICE CHARGES- 5HRS	AMOUNT
Traditional photographer	8,000.00	Traditional photographer	5,000.00
Traditional videographer	14,000.00	Traditional videographer	11,600.00
Candid Phtographer	14,000.00	Candid Phtographer	Full Day Rate

### PREMIUM

FULL DAY SERVICE CHARGES - 10HRS	AMOUNT	HALF DAY SERVICE CHARGES - 5HRS	AMOUNT
Traditional photographer	11,000.00	Traditional photographer	8,000.00
Traditional videographer	18,500.00	Traditional videographer	14,000.00
Candid Phtographer	18,000.00	Candid Phtographer	Full Day Rate
Cinematopgrapher (P.I)	35,000.00	Cinematopgrapher	Full Day Rate
Only Cinematographer	23,500.00		

## INDIVIDUAL PRODUCTCHARGES

### CLASSIC

SERVICE PRODUCT CHARGES	AMOUNT	ALBUM PRODUCT CHARGES	AMOUNT
Invitation Video	2,000.00	100 Photos  14 Pages   12x18	10,000.00
Insta Reel	1,500.00	150 Photos  22 Pages   12x18	11,000.00
Traditional Film (Stan)-hr	3,000.00	200 Photos  28 Pages   12x18	12,000.00
Traditional Highlight-5min	3,000.00	250 Photos  35 Pages   12x18	13,000.00
Pen Drive 2.0	600.00	300 Photos  42 Pages   12x18	14,000.00
		350 Photos  48 Pages   12x18	15,000.00

### PREMIUM

SERVICE PRODUCT CHARGES	AMOUNT	ALBUM PRODUCT CHARGES	AMOUNT
Invitation Video	4,000.00	100 Photos  14 Pages   12x18	12,000.00
Insta Reel	2,000.00	150 Photos  22 Pages   12x18	14,000.00
Traditional Film (Stan)-hr	3,000.00	200 Photos  28 Pages   12x18	16,000.00
Traditional Highlight-5min	5,000.00	250 Photos  35 Pages   12x18	18,000.00
Cinematic Highligt- Per Min	1,500.00	300 Photos  42 Pages   12x18	20,000.00
Cinematic Teasr- 30Sec	3,000.00	350 Photos  48 Pages   12x18	22,000.00
Pen Drive 3.0	1,500.00		

## ADDITIONAL CHARGES

### VIDEO & PHOTO CORRECTION CHARGES

- **Add-ons and Extensions:** If you wish to add products or extend the duration of any existing products, please be advised that these changes will be subject to additional charges.
- **Subsequent Corrections:** After the initial one-time correction, any further corrections made after confirming your final decision will incur re-edit charges according to the project terms.
- **Applicable Charges:** The charges for each subsequent correction decision will be specified and communicated as per the project's scope and requirements.

NO	PRODUCTS	DURATION / QUANTITY	CLASSIC PRODUCT COST	PREMIUM PRODUCT COST
1.	Reel	59 seconds	1,500/-	2,000/-
2.	Invitation video	1 Minute	2,000/-	4,000/-
3.	Traditional Highlight	1 Minute	800/-	1,000/-
4.	Cinematic Highlight	1 Minute	N/A	3,000/-
5.	Traditional Film	1 Hour	1,500/-	2,500/-
6.	Album Page	Per Page Add-on	600/-	800/-
7.	Album Correction	Per Page Correction	180/-	300/-

- On the day of the event, if you wish to extend the photographers' working hours beyond the originally specified time frame or service timeline outlined in our quotation, please be aware that additional non- discountable charges will apply on an hourly basis. The additional charges will be included in the final 50% of the service cost, and the total amount will need to be settled in accordance with the payment terms and due date specified in the quotation.

THE DETAILED HOURLY FEE STRUCTURE IS THOUGHTFULLY PROVIDED BELOW FOR YOUR CONSIDERATION.

NO	PHOTOGRAPHERS	WORKING DURATION	CLASSIC GRAPHER CHARGES	PREMIUM GRAPHER CHARGES
1.	Traditional Photographer	1hr	800/-	1,100/-
2.	Traditional Videographer	1hr	1,100/-	1,400/-
3.	Candid Photographer	1hr	1,400/-	1,800/-
4.	Cinematographer	1hr	N/A	2,350/-

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