# Orla3 FAQ: How it works

**What is Orla3?**

A UK platform to hire videographers. Fast, easy, fair.

**Who is Orla3 for?**

Clients who want trusted options fast, and videographers who want steady paid work with less admin and do not want to wait up to 90 days to be paid.

**What is escrow?**

A safe hold on the client’s money. Funds sit in escrow until download, or day 7 if no revision is requested.

**How do payments work?**

The client funds escrow first. The videographer then starts work and delivers inside Orla3.

**When do funds release?**

On client download of the final files, or auto on day 7 if no revision is requested.

**When do payouts land?**

See “Escrow, payouts and disputes explained” for timing.

**What are the platform fees?**

Client pays 10%. Videographer pays 10%. No subscriptions.

**Do I need to pay to rank higher?**

Some platforms charge to rank higher. Orla3 does not. No subscriptions. No pay to feature. No pay to post.

**How does ranking work?**

50% reliability, 50% relevancy. Reliability uses a confidence weighted score, not a simple average. Example, 35 reviews at 4.8 ranks above 3 reviews at 5.0 when all else is equal. Relevancy matches project and showreel text and tags to the search.

**What must be true before work starts?**

Escrow is funded for the full amount.

**Are files protected before payment?**

Yes. The videographer uploads finals. Orla3 auto adds a watermark. Clients can preview but cannot use the files. Download removes the watermark and triggers release.

**How do revisions work?**

Only within the rounds set in the ready or custom package. Extra rounds can be priced per round in the package.

**What if a client rejects the work?**

Orla3 checks scope and platform rules. Taste is not judged. Valid rejection under the Terms and Conditions leads to a refund to the client minus a 10% finders fee. Invalid rejection leads to funds release.

**What if no revision is requested?**

Funds auto release on day 7.

**Can the videographer start before escrow is funded?**

No. Work starts only after escrow is funded for the full amount.

**Can a client pay only a deposit?**

No. Escrow holds the full amount before work starts.

**Can I change scope after purchase?**

Only by mutual agreement in writing. Do not do extra work unless scope and price are agreed.

**Can a client get raw footage?**

Only if the ready or custom package includes it.

**What happens if a delivery is late?**

Late delivery can count against reliability if a bad review is given and may support a valid rejection under the Terms and Conditions.

**What happens if a client uses previews without paying?**

Previews have Orla3 watermarks. You cannot use them in a final product. Publishing would show the watermarks on the video. This breaches the Terms and Conditions. Report it via Contact Us.

**What happens after download?**

Download removes the watermark and triggers release of funds. Funds are paid out after release.

**Can a client still dispute after download?**

No. Funds release on download. Download counts as acceptance.

**How does New Talent work?**

New profiles get a “New Talent” badge for 30 days to help discovery.

**How does Passport Mode affect availability?**

It shows when and where a videographer is available to take work if not at their predefined location.

**How do invoices and receipts work?**

VAT correct invoices and receipts are generated.

**How do I improve my ranking as a videographer?**

Do great work and ask for a review after each job. Orla3 also sends 3 reminders to clients at completion, after 48 hours, and after 7 days. Keep your portfolio current. Write clear portfolio and showreels text. Add the right tags.

**How do I get help?**

Contact Us. Include your brief, messages, and files.