

Videography Services Terms and Policies

Videography Services exist to provide high-quality videographic support to all faculties and departments within the University. We strive to be professional, punctual, and adhere to strict turnaround times so that our clients receive quality video material within a limited waiting period to promote their content on any internal or external platform. To maintain an ongoing and acceptable quality of service, some policies are in place to ensure a mutual understanding between ourselves and our clients.

1. THE BOOKING PROCESS

No videos will be taken unless an online booking form has been completed by the client and accepted by a videographer.

2. POLICIES

2.1 First Come, First Served

Videography Services operate on a strict 'first come, first served' basis. It is the client's responsibility to ensure that booking requests are made as soon as events have been planned to maximize the odds of a videographer being available.

2.2 Event Coverage

For event bookings, we only produce news-packaged videos of less than five minutes to be used on the web unless communicated differently with the client.

2.3 Setup Time

Clients must book the videographer an hour earlier before the event starts for setup purposes.

2.4 Live Streaming

Live streaming will be at the discretion of Strategic Communications.

2.5 Non-Promotional projects or events

Videos of projects or events that do not directly serve the purpose of promoting the University or its activities will only be taken at the discretion of the videographer and Strategic Communications.

3. ACCESS TO VIDEOS

Upon the completion of a project, the video will be posted on YouTube and/or shared directly with the client. The turnaround time for the completion of any video project is 72 hours unless communicated differently with the client.

4. STORAGE OF VIDEOS

Videos will be stored on YouTube. Under no circumstances can any videos be sold to any party without the written consent of Strategic Communications under the University of Johannesburg.

5. COST OF SERVICE

Our services are free of charge for UJ stakeholders' when creating video projects, such as promotional content. This applies as long as the projects occur on UJ property during business hours (08:00 to 16:30), including travel time to and from the project location. However, events are subject to our standard rates.

ADDITIONAL POLICIES

Payment Policy

All payments for videography production including multiple cameras and streaming services are expected to be settled within 30 days from the date of the requisition.

Cancellation Policy

Cancellations made 5 days or more before the scheduled filming date will not incur any charges. Cancellations made within 2 days of the scheduled filming date may result in a cancellation fee of R500.00.

Editing and Revisions

The package includes 1 round of revisions for editing services. Additional revisions may incur extra charges and will be discussed with the client.

Confidentiality

The videography team will treat all project details and footage as confidential and will not disclose any information without the client's explicit permission.

Delivery of Final Product

The final edited video will be delivered to the client in video format within 3 days of the completion of the project unless communicated differently with the client.

Project Social Dissemination

The project will be disseminated according to the client's wishes, be it on YouTube, Facebook, or LinkedIn.

VIDEOGRAPHY SERVICES REQUISITION FORM