

Booking Policy – Weddings

1. **BOOKING PROCEDURE:** To make your booking official, we require (1) a retainer fee of \$300 (that will be applied to your chosen package) and (2) a completed and signed Wedding Agreement that must be returned to us either in electronic (scanned pdf) or paper format. Please complete both pages of the Agreement: (a) please write your initials the bottom of the front page of the Agreement; (b) complete page 2 with as many details as currently known. If certain details are still undecided (i.e. venues or times), please leave them blank for now. The most important details for the booking procedure are your contact information and your signature. We will contact you by email within a few weeks prior to the wedding for all the last-minute details.
2. **FORMAL PACKAGES:** You can opt to change formal established packages (i.e. Essential, Everlasting, Elegance, Epic) up to 30 days prior to the wedding date if you decide to change your mind. If you are not sure what package to choose at the time of booking, we recommend that you pick a smaller one and you can opt to upgrade later. Once a booking is official, we do not permit downgrading packages below our entry level package (i.e. Essential) without a monetary penalty. However, you may switch between our 4 established packages at any time up to 30 days prior to the wedding.
3. **CUSTOM PACKAGES:** If you prefer to deviate from the established packages at time of booking, you can also opt for a customized video package - a customized quote and Agreement can be drafted according to your needs.
4. **SENDING THE SIGNED AGREEMENT:** If you wish to return the 2-page paper Agreement to us via mail, our mailing address can be found at the top of the Agreement. You may also return the completed Agreement via digital means as follows (in order of preference):
 - Use a phone app such as “Adobe Fill and Sign” to complete the Agreement and to sign the document, then email us the saved pdf file to info@oceanmistvideos.com
 - Email us a scanned copy (pdf or jpg only please) of the completed & signed Agreement.
 - Take high resolution photos with your phone of each side of the completed Agreement and send us the photos via email.
5. **BOOKING CONFIRMATION:** In all cases, once we receive the signed Agreement and the retainer, we will send you an email with an attachment including a digital copy of the completed Agreement which will confirm your booking. Please keep in mind that we do not hold dates unless we have received and accepted both the signed Agreement and retainer.
6. **PAYMENT METHODS ACCEPTED:** We accept cash, personal cheques, Email Money Transfers, and major credit cards. Cheques are payable to “Ocean Mist Videography”. E-transfers can be sent to info@oceanmistvideos.com. Credit card payments can only be accepted through our website (powered through PayPal) here: <http://www.oceanmistvideos.com/payments.html>
7. **BALANCE DUE:** The balance of the wedding package will be due 7 days prior to the wedding.
8. **PREVIEW OUR WORK:** If you have not seen any of our previous work, you are encouraged to view some of our online sample clips on our website or to request to view samples on disc. You may borrow completed wedding films on DVD or Bluray to view at any time prior to your wedding date.

Notes:

- a) We also encourage all our clients to read our "Handbook of Video Services" from our website. It contains much more detailed information than what is found on the actual website.
- b) Since we always team up with your hired photographer during the entire wedding day, we are always interested to know who you have booked (or who you are considering) for photography. We have always worked well with photographers, but some may place restrictions on videography (this is rare). We encourage you to advise your photographer and ceremony officiant that you will have your wedding filmed.

Thanks again for contacting us and we hope to be working for you on your big day!