

# FROSTLINE STUDIOS VIDEO PROJECT POLICIES & PROCEDURES

## OUR WORKFLOW

End-to-end video production at any scale has an incredible number of steps and moving parts. Our workflow is built to wrangle all those different tasks into an organized timeline which ensures we cross all the t's and dot all the i's with efficiency—leading to a top-quality result that stays within budget. Depending on the services you need, your project may or may not include all the steps outlined here.

For more information regarding our process, visit [www.frostlinestudios.com/our-process](http://www.frostlinestudios.com/our-process).

### PHASE 0: DISCOVERY

1. **Initial Meeting**
2. **Production Agreement & Scope of Work**  
Outlines how we'll work together, the services we'll provide, and the timeline for the project.

Initial Deposit

### PHASE 1: PRE-PRODUCTION

1. **Concept Development**
2. **Planning the Shoot**

### PHASE 2: PRODUCTION

1. **Final pre-production meeting**  
Brief everyone involved in the shoot on the details gathered in Pre-production.
2. **Shoot**
3. **Offload and organize footage**

Second Payment

### PHASE 3: POST-PRODUCTION

1. **Stage 1: Editing & Motion Graphics**  
Including feedback and revisions.
2. **Picture Lock**  
Final approval of edit and graphics.
3. **Stage 2: Color & Sound**  
Including feedback and revisions.
4. **Final approval**

Final Payment & Delivery

## OUR POLICIES

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Our full policies will be in the Production Services Agreement (Agreement), which outlines how we'll work together. It will be paired with an Estimate or Statement of Work (SOW) that will outline the specifics of the project. The following is an overview of what that agreement will include so you know what to expect. If you have any questions or concerns, please do let us know!

### SERVICES PROVIDED

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**Scope of Work & Schedule:** Depending on the scale of your project, the timeline and full scope of the production services we will provide will be defined by either a SOW or an approved Estimate, separate from the Agreement. This helps streamline our relationship and saves us both time in the initial phases of a project, especially if we work together on multiple productions.

### COMPENSATION

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**Fees & Payment Terms:** As outlined in the workflow, we generally split the overall budget into three separate payments: one up-front deposit due before work begins, another installment due before we begin post-production (if applicable) and a final payment due upon delivery of the final product. The exact payment schedule will depend on the scope and schedule of your project.

- **Late payment terms and penalties:** In order to keep your project moving along, we apply a late fee to late payments at 30 days, but do not stop work until the payment is 60 days late. After that, work will resume once the payment is made.
- **Alternations to scope affecting payment:** We are committed to making the most of your budget and timeline, so if your project starts to go overbudget due to a change in scope or schedule, we will let you know. We can then work together to create a new SOW, Estimate, or written ammendment to cover the change in scope.

### RIGHTS & OWNERSHIP

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**Ownership & License to Use Footage:** When the project is done, you will own all rights to the final product, including all copyrights. Frostline retains the rights to the raw materials, such as footage captured during production, unless otherwise specified. We may also use the final product for marketing purposes as an example of our work.

### CLIENT RESPONSIBILITIES & CONFIDENTIALITY

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**Cooperation & Access:** A project is only as successful as the collaboration of all parties involved. Our team will communicate all developments to you during the course of the project, and we ask that you do the same. Getting us your feedback, approvals, and/or gathering any necessary resources for us in a timely manner will keep to your project on track!

**Credit:** Frostline asks that you credit the company and its individual contributors as appropriate for their work in accordance with industry standards.

**Insurance:** We maintain commercially appropriate insurance coverage and ask that you do the same. Should there be additional insurance requirements related to a project, those will be outlined in the applicable SOW.

**Confidential Information:** Confidentiality is a necessary and valued component of our business. We ask that clients keep any confidential or proprietary information confidential, and we adhere to the same standards. We may ask you to sign a Nondisclosure Agreement (NDA).

## SCHEDULING, HOLDS & CANCELLATION POLICY

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**Changes to Schedule:** While we will outline a schedule in our SOW or Estimate, we know that production needs change and unforeseen circumstances happen. Should we need to amend the schedule, we will let you know—in writing—as soon as we can. Any changes to the schedule will be mutually agreed upon.

**Project Holds:** If you need to put the project on hold, just let us know. To protect our interests, your Agreement will specify a maximum length of time (generally 30 days) you can put a project on hold without incurring any fees. When you're ready to pick back up again, we will do our best to accommodate the revised schedule to meet your deadlines.

**Cancellation by Client:** Should you need to cancel the project altogether, you can do so with written notice. Please note that you will be responsible for any non-recoverable costs incurred up to the cancellation date. Additionally, due to the large amount of prep time that goes into shoots, there are fees for cancelling a shoots at last-minute.

**Cancellation by Company:** Should Frostline need to cancel a project, we will let you know as soon as we are able and will reimburse any fees paid in advance for services not rendered.

## OTHER POLICIES

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**Termination:** Either party may terminate the Agreement with written notice if the other fails to perform its obligations and such breach is not cured within 30 days of that notice.

**Indemnity & Breach of Contract:** Standard indemnification and breach of contract terms apply.

**General Provisions:** The Production Agreement governs how we work together during our partnership and is governed by and construed in accordance with the laws of the State of Alaska.

