

Video Production

Terms & Conditions

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AT A GLANCE	The full terms below always apply
Deposit	50% to secure shoot dates
Balance	Due before final files are delivered
Edit revisions	2 rounds of consolidated notes included
Rescheduling	Free with 14 days' notice; full shoot fees under 7 days
Ownership	You own the final video once paid; raw footage stays with us

1. About these terms

- 1.1** These terms apply when you book video production services (music videos, live sessions, social content, promotional films and similar) with Pluto Music. "We", "us" and "our" means Pluto Entertainments Limited, a company registered in England and Wales (company number 00931447), registered office c/o Percy Westhead & Company, Hanover House, 30–32 Charlotte Street, Manchester M1 4FD. "You" and "your" means the person or business booking the services.
- 1.2** Please read these terms before you accept a quote. By accepting a quote or paying a deposit you agree to them.
- 1.3** If we have also signed a separate Service Agreement with you for the same project, the Service Agreement takes priority wherever the two differ. Anything specific written in your quote takes priority over these terms.
- 1.4** You can contact us at info@plutomusic.com or through plutomusic.com.

2. Key words used in these terms

- 2.1** In these terms:
- "Quote" means the written quote, proposal or job sheet we send you describing the work, price and timings.
 - "Project" means the work described in your Quote.
 - "Deliverables" means the finished items we hand over to you at the end of the Project.
 - "Shoot day" means a filming day of up to 10 hours including set-up, breaks and pack-down.
 - "Final video" means the finished, edited video(s) described in the Quote.
 - "Raw footage" means all unedited footage, audio and project files created during the Project.
 - "Working day" means Monday to Friday, excluding bank holidays in England.

3. Quotes and booking

- 3.1 Our Quotes are valid for 30 days from the date they are sent unless they say otherwise.
- 3.2 A contract between us is formed when you accept the Quote in writing (email is fine) and we receive your deposit. Dates and resources are not reserved until both have happened.
- 3.3 Our prices are based on the scope described in the Quote. Work outside that scope is extra and we will tell you the cost before doing it.
- 3.4 Your Quote and job sheet will set out the concept, number of Shoot days, crew, locations, edit length, aspect ratios and Deliverables.

4. The services

- 4.1 We will provide pre-production, filming, editing, colour grading and delivery as described in the Quote. Our videographer joins the Project from pre-production, and editing may be carried out by our remote editing team.
- 4.2 Shoot days run for the hours in the Quote. If filming runs over, overtime is charged at £50 per hour per crew member, and we will check with you before going into overtime.
- 4.3 For outdoor shoots, we may move the Shoot day if the weather would make filming unsafe or seriously affect quality. We will agree a new date with you and no cancellation charge will apply.
- 4.4 If drone footage is included, it will be flown by a suitably qualified operator in line with Civil Aviation Authority rules. Some locations may not permit drone use.

5. Your responsibilities

- 5.1 Unless the Quote says we will arrange them, you are responsible for securing locations, any filming permissions, props, wardrobe and the attendance of performers and guests you bring.
- 5.2 You must make sure anyone you bring who appears on camera has agreed to be filmed and for the footage to be used. We will provide a simple appearance release form if needed. We will obtain releases for any cast or extras we hire.
- 5.3 Anyone under 18 appearing on camera must have consent from a parent or guardian, who must be present on set throughout.
- 5.4 You confirm you have the rights to any music, logos, artwork or other material you ask us to include. Using music you do not have the rights to can lead to videos being removed from platforms.
- 5.5 You are responsible for the behaviour of your guests on set and for any damage they cause to our equipment.

6. Approvals and revisions

- 6.1 We will send you a first cut to review. Your Quote includes 2 rounds of edit revisions. Please send one consolidated set of written notes for each round within 7 days.
- 6.2 Once you approve the edit ("picture lock"), we will complete the colour grade and final delivery. Changes after picture lock, or a change of concept, are charged as extra work at £40 per hour of edit time.
- 6.3 If we don't hear from you within 21 days of sending a cut, we will treat it as approved.

7. Fees and payment

- 7.1** A non-refundable deposit of 50% of the Project fee is payable to secure your Shoot day(s).
- 7.2** The balance is due before we deliver the full-resolution, unwatermarked Final video.
- 7.3** Invoices are payable within 14 days of the invoice date, either by bank transfer to the account shown on the invoice or through our secure private online payment portal, whichever is agreed at the start of the Project.
- 7.4** We are not currently registered for VAT, so no VAT is charged on our prices. If we become VAT-registered, we will tell you and VAT will be added at the applicable rate to work invoiced after that date.
- 7.5** Third-party costs (for example location fees, equipment hire, additional crew or travel) are charged in addition to our fees unless the Quote includes them. We will agree these with you in advance.
- 7.6** If a payment is late we may pause work and hold back Deliverables until it is paid. We may also charge interest on overdue amounts at 4% a year above the Bank of England base rate. If you are a business, we may instead claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

8. Cancellation and rescheduling

- 8.1** If you need to cancel or move a Shoot day:
 - with 14 or more days' notice, you can reschedule once free of charge;
 - with between 7 and 13 days' notice, 50% of the shoot fees for that day are payable;
 - with less than 7 days' notice, the full shoot fees for that day are payable.
- 8.2** In every case, any non-refundable costs we have already committed to (such as location fees, equipment hire, crew or travel) are also payable.
- 8.3** Cancellations and rescheduling requests must be made in writing to us.
- 8.4** If we have to cancel or move a booked date, we will offer you the earliest suitable alternative. If none works for you, we will refund any money you have paid for the work affected.
- 8.5** Your cooling-off right as a consumer. If you are booking as an individual for purposes outside your trade or business, and you booked without meeting us in person at our premises, you have a legal right to cancel within 14 days of the contract being formed without giving a reason. Please note:
 - if you ask us to start work within those 14 days and then cancel, you must pay for the work done up to the point you told us you were cancelling;
 - if the work is fully completed within those 14 days at your request, you lose the right to cancel;
 - outside this right, the cancellation charges above apply.

9. Ownership and rights

- 9.1** Once you have paid in full, you own the Final video and may use it in any way you choose.
- 9.2** We keep ownership of the Raw footage and project files. Raw footage is not included unless the Quote says so; we can supply it for £100, or for 20% of the Project fee on larger shoots, plus the cost of a storage drive if needed.

- 9.3** You must not re-edit or alter the Final video in a way that could harm our reputation while still crediting us.
- 9.4** We are not responsible for content you supply or approve, and you agree to cover any claims arising from material you provided or rights you told us you had.

10. Credits and showcasing our work

- 10.1** Where our work is released or published, you agree to credit Pluto Music (and, where relevant, the named individuals involved) in the usual way for that type of release, such as in streaming metadata, liner notes, video descriptions or end credits.
- 10.2** Once the work has been publicly released by you, we may use extracts, stills, screenshots and a description of the Project in our portfolio, showreels, website and social media. If you would prefer us not to, tell us in writing before the Project starts and we will respect that.
- 10.3** We will never release or share unreleased work without your permission.
- 10.4** We may also share short behind-the-scenes clips or stills from the shoot after the Final video has been released.

11. Delivery, files and archiving

- 11.1** The Final video is delivered as high-quality H.264 files (ProRes on request) in the aspect ratios listed in the Quote (for example 16:9, 9:16 and 1:1), through a download link active for at least 30 days.
- 11.2** We keep Raw footage and project files for 6 months after delivery. After that we may delete them without further notice.

12. Our responsibility to you

- 12.1** We will carry out the services with every possible and reasonable care and skill, using appropriately experienced people.
- 12.2** Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot legally be limited. If you are a consumer, nothing in these terms affects your statutory rights.
- 12.3** We cannot guarantee views, engagement or any other result from the Final video, or that a platform will not restrict or remove it.
- 12.4** In the unlikely event that footage is lost or damaged through equipment failure or our fault, our responsibility is limited to re-shooting the affected material (at no extra fee from us) or refunding the fees for that part of the work.
- 12.5** If you are a business, we are not responsible for loss of profit, revenue, business, opportunity or goodwill, or for any indirect or consequential loss.
- 12.6** If you are a consumer, we are responsible for loss you suffer that is a foreseeable result of our breaking these terms or failing to use the care and skill described above, but we only supply our services for private use and are not responsible for business losses.
- 12.7** Subject to the above, our total liability to you in connection with a Project is limited to the total fees you have paid or are due to pay for that Project.

13. Confidentiality and your personal data

- 13.1** We will keep your unreleased material, plans and business information confidential and only share them with team members and freelancers who need them to do the work. They are bound by the same duty of confidence.
- 13.2** You agree to keep our pricing, proposals and internal methods confidential.
- 13.3** We handle personal data in line with UK data protection law and our privacy policy, published at plutomusic.com/privacy.

14. Events outside our control

- 14.1** Neither of us is responsible for delay or failure caused by events outside our reasonable control, such as illness of key personnel, severe weather, power or equipment failure we could not reasonably prevent, travel disruption or government restrictions. If this happens, we will tell each other as soon as possible and agree new dates. If the delay lasts more than 60 days, either of us may end the contract and you will pay only for work completed.

15. Ending the contract

- 15.1** Either of us may end the contract by written notice if the other seriously breaks these terms and does not put it right within 14 days of being asked to.
- 15.2** We may end the contract if you behave abusively or unsafely towards our team or premises.
- 15.3** If the contract ends for any reason, you must pay for work done and costs committed up to the date it ends. Clauses about ownership, payment, confidentiality and liability continue to apply.

16. General

- 16.1** We may update these terms from time to time. The version in force when you accepted your Quote applies to your Project.
- 16.2** You may not transfer your rights under the contract to anyone else without our written agreement. We may use trusted freelancers to carry out parts of the work, but we remain responsible for it.
- 16.3** If any part of these terms is found to be unenforceable, the rest remains in effect. If we do not enforce a right straight away, we can still enforce it later.
- 16.4** Nobody other than you and us has any right to enforce these terms.
- 16.5** These terms are governed by the law of England and Wales and the courts of England and Wales have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.