QUOTE & SERVICE AGREEMENT

Benjamin Dwight trading as TDWC Event Media

Quote No: _____ **Issue Date:** _____ **Valid Until:** _____

1. CLIENT & EVENT DETAILS

Client / Organisation: _____ Contact Person: _____

Phone: _____ Email: _____

Event Name: _____ Event Date: _____

Venue: _____ Venue Access From: _____

Venue Address: _____ Service Window: _____ to _____

Authorised Client Representative: _____ Mobile: _____

SERVICES REQUIRED	LIVESTREAM PLATFORM	RECORDING QUALITY
☐ Event Recording ☐ Livestreaming ☐ Recording + Livestreaming ☐ Ceremony Livestreaming ☐ Ceremony Recording ☐ Ceremony Recording + Livestreaming ☐ Basic Editing ☐ 8-Hour Event Package ☐ Other: _____	☐ Zoom - Private / Closed ☐ YouTube Live - Public ☐ Other: _____ **Parking / Loading**	☐ Full HD 1080p - Standard ☐ 4K - +75% recording surcharge 4K applies to local recording. Livestream resolution depends on platform, internet and technical limitations.
Parking / Loading	☐ Free	☐ Paid ☐ Unknown

2. PRICING SUMMARY

DESCRIPTION	RATE / BASIS	AMOUNT
Recording - first 2-hour Service Window	$425	$_____
Recording - subsequent hour	$250/hr	$_____
Livestream - first 2-hour Service Window	$525	$_____
Livestream - subsequent hour	$300/hr	$_____
Combined - first 2-hour Service Window	$825	$_____
Combined - subsequent hour	$500/hr	$_____
8-Hour Recording Package	$1,700	$_____
8-Hour Livestream Package	$2,050	$_____
8-Hour Combined Package	$3,500	$_____
Ceremony Livestreaming - first 2-hour Service Window	$700	$_____
Ceremony Recording - first 2-hour Service Window	$700	$_____
Ceremony Recording + Livestreaming - first 2-hour Service Window	$1,350	$_____
Required attendance outside included setup/pack-down	$60/hr; $30 per commenced 30 min	$_____
4K Recording Surcharge	+75% applicable recording component	$_____
Full Basic Editing	$115/source hr	$_____
4K Editing Surcharge	+75% applicable editing component	$_____
Travel / Parking / Storage / Other	As quoted / agreed	$_____
SUBTOTAL (EX GST)		$_____
GST (10%, IF APPLICABLE)		$_____
TOTAL AGREED PRICE (AUD)		$_____

Combined & 4K: Combined services use dedicated Combined rates. +75% 4K recording surcharge applies only to the recording component of the applicable service rate. For standard Combined bookings, the surcharge applies to the recording component of the Combined rate, not the whole rate. Livestreaming itself has no 4K surcharge.

Ceremony Combined & 4K: The $1,350 Ceremony Recording + Livestreaming package comprises a $700 Recording component and a discounted $650 Livestreaming component. The package discount applies entirely to Livestreaming. The +75% 4K surcharge is therefore $525, producing a $1,875 Combined Ceremony price where 4K recording is selected.

GST: Prices are exclusive of GST unless stated otherwise. GST is added only where TDWC Event Media is registered or otherwise required to charge it. TDWC Event Media is not currently registered for GST.

PAYMENT: 25% booking deposit: $_____ Remaining 75%: $_____. Balance due 7 calendar days before the event. Bookings within 7 days require full payment. Known interstate travel/accommodation costs are payable when the booking is secured.

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3. BOOKING, PAYMENT, CANCELLATION & RESCHEDULING

A 25% deposit secures the booking. The remaining 75% is due seven (7) calendar days before the scheduled Service Window. Bookings made within seven days require full payment. Cancellations must be in writing.

More than 30 calendar days before the Service Window: event-service amounts paid are refunded less approved non-recoverable third-party costs. **8 to 30 calendar days:** the 25% booking deposit is non-refundable; other event-service amounts paid are refunded less approved non-recoverable third-party costs.

7 calendar days or fewer: 75% of the total agreed booking price is payable as a cancellation fee, inclusive of the booking deposit already paid. Amounts paid above 75% are refunded, less approved non-recoverable third-party costs and non-refundable interstate travel, accommodation or other agreed travel costs. Applicable refunds are processed within 24 hours of written cancellation notice; bank or payment-provider processing times may affect receipt.

All amounts are due by the stated due date. If cleared payment is not received, TDWC may suspend preparation and is not required to commence or continue services until paid in full. TDWC may, by written notice, treat an unpaid booking as cancelled; the applicable cancellation terms then apply. TDWC may withhold files until all amounts due are paid in full.

Rescheduling is subject to availability; the deposit may, at TDWC Event Media's discretion, be transferred once to another mutually available date. Material changes may require a revised quote.

4. WORK COMMENCEMENT & CANCELLATION AFTER COMMENCEMENT

For cancellation purposes, work commences when TDWC Event Media arrives at the agreed venue/access time and begins setup or other required work. This is distinct from the paid Service Window. Once work has commenced, the full booking price is payable if the event is cancelled, abandoned, shortened or delayed for reasons within the Client's, organiser's or venue's reasonable control. Circumstances outside both parties' reasonable control are dealt with under Section 21.

5. SERVICE WINDOW, SETUP, PACK-DOWN & ADDITIONAL TIME

The Service Window is the booked period during which TDWC Event Media is fully set up, tested, ready and operationally available. A 2:00 pm-6:00 pm booking is a four-hour Service Window regardless of exact footage duration. Scheduled breaks, intermissions, meal periods, Client-requested pauses, inactivity while TDWC remains available, and delays outside TDWC's control remain part of the Service Window.

Standard bookings include up to 30 minutes immediately before the Service Window for setup and 30 minutes immediately after it for pack-down at no charge. These periods do not reduce the Service Window. If the Client or venue requires earlier attendance or later departure because of access rules, inductions/security, loading restrictions, imposed setup/pack-down times, waiting or comparable requirements, additional attendance is $60/hr, billed at $30 per commenced 30 minutes. TDWC's voluntary early arrival or late departure for its own convenience is not charged unless agreed.

Pre-booked additional Service Window time is Recording $250/hr, Livestreaming $300/hr or Combined $500/hr, and may be booked in 30-minute increments at half the hourly rate. Ceremony bookings exceeding the included two-hour Service Window require a separate quotation or agreed extension rate. A discretionary grace period of up to 30 minutes may be provided for a genuine unexpected minor overrun, subject to availability. It cannot be deliberately scheduled. Complimentary pack-down begins after service actually concludes.

6. 8-HOUR EVENT PACKAGES

An 8-Hour Event Package covers up to eight consecutive hours in one calendar day. Breaks and other periods while TDWC remains committed and available are included. Rates are Recording $1,700; Livestreaming $2,050; Combined $3,500. Time beyond eight hours is charged at the applicable subsequent hourly rate. Editing, storage media, unusually large transfers, additional operators, specialist equipment, travel beyond the included allowance and venue-imposed costs are additional unless expressly included. Multi-day events require a separate quotation and agreement. Ceremony pricing does not replace or modify 8-Hour Event Package pricing.

7. TDWC DELAY & EVENT INFORMATION

If TDWC Event Media is not operationally ready at the start of the Service Window for reasons within its reasonable control, it will first attempt to recover the full booked Service Window by extending service where practical. Unrecoverable lost service time will not be charged, and an additional reasonable remedy may be provided where appropriate.

Where applicable, the Client must provide the final available schedule, program, speaker information, presentation order, run sheet and other reasonably necessary event information at least seven days before the event. For ceremonies this includes, where available, the ceremony order, celebrant/officiant or funeral-director contact details, venue restrictions and relevant audio/network arrangements. Later changes must be communicated promptly. Significant late changes may affect service, setup, equipment or price.

8. EQUIPMENT, RECORDING STANDARD, BACKUPS & TECHNICAL FAILURE

TDWC Event Media will provide suitable equipment reasonably required for the agreed service. Standard recording is Full HD 1080p and, unless quoted otherwise, service is single-operator. Equipment may be substituted without materially reducing the agreed service or recording standard. 4K recording requires prior agreement and attracts +75% on the applicable recording component of the service rate. For Combined bookings, this applies only to the recording component, not the livestreaming component. Footage captured in 1080p cannot later become genuine 4K.

TDWC will use reasonable care and, where practical, independent backup video/audio systems. Backups reduce risk but cannot guarantee freedom from failure. If equipment or systems under TDWC's control materially reduce an agreed service, the remedy will be proportionate to the affected portion and may include use of backups, reasonable corrective work, a price reduction/refund attributable to the affected service, or refund of the affected recording service where no usable recording can reasonably be delivered. For Combined bookings, failure of one component does not automatically mean failure of the entire service.

9. AUDIO, LIGHTING, CAMERA CONDITIONS & CLIENT RESPONSIBILITIES

TDWC will make reasonable efforts to capture clear audio, appropriate exposure, colour, focus and an unobstructed view. Results may be affected by venue acoustics/PA, background noise, speaker positioning, lighting, projector/LED screens, theatrical lighting, moving subjects, attendee obstruction, room changes, autofocus behaviour and venue restrictions. Stage/production lighting and significant audio restoration are not included unless quoted. The Client is responsible for reasonable repair/replacement cost of TDWC equipment lost, not returned or damaged through misuse, negligence or unreasonable handling while entrusted to speakers/presenters.

The Client is responsible for attendee recording/livestream notification where appropriate, reasonable camera sightline arrangements, and all venue permissions required for recording, livestreaming, equipment positioning and access to agreed power/audio/network infrastructure.

Where a venue or organiser provides a sound system, the Client is responsible for arranging a competent person to operate it, including microphone selection and placement, live mixing and provision of the agreed recording feed. TDWC is responsible for connecting to, checking, monitoring and recording the supplied feed using its agreed equipment. TDWC does not provide live sound engineering, specialist audio mixing or mastering unless expressly quoted.

10. SAFETY & VENUE CONDITIONS

TDWC retains reasonable discretion over equipment positioning and is not required to operate where doing so creates an unreasonable safety or trip hazard, obstructs emergency access, breaches venue rules, exposes equipment to unreasonable damage or creates an unsafe environment. Outdoor operation may be suspended, relocated or discontinued where conditions create unreasonable risk.

11. LIVESTREAMING & INTERNET

Livestreaming may use Zoom, YouTube Live or another agreed platform where technically practical. The Client is responsible for required account access, credentials/stream keys and ensuring its platform/account supports the intended audience and features. TDWC does not guarantee Client/venue internet performance, bandwidth or reliability. Separate mobile/hotspot connectivity may be quoted where practical. Local recording will continue independently of a livestream interruption where practical. The Client is responsible for ensuring event content may lawfully be broadcast; TDWC is not responsible for platform muting, blocking, copyright claims or removal caused by restricted material supplied or played by the Client, venue, presenters or attendees.

12. CEREMONY SERVICES

Scope. Ceremony Services apply to weddings, funerals, memorials and other ceremonies accepted by TDWC. Ceremony Livestreaming is TDWC's primary wedding service. Recording-only ceremony work, including wedding recording, is available only where TDWC accepts the booking and confirms that its recording approach is suitable for the Client's requirements.

Coverage style. Ceremony Recording is professional event documentation using primarily fixed-position or limited-movement camera coverage. It is not cinematic videography. Unless expressly quoted, Ceremony Services do not include roaming coverage, staged sequences, cinematic highlight films, photography, creative multicamera storytelling, bridal preparation, reception coverage or other wedding-film-style production.

Venue and ceremony coordination. TDWC will work reasonably within requirements imposed by the venue, celebrant/officiant, funeral director or authorised ceremony coordinator. Those requirements may affect camera position, equipment placement, access, audio feeds, movement and sightlines. TDWC is not responsible for reduced coverage caused by restrictions or instructions outside its reasonable control.

Obstruction and discretion. TDWC will position equipment with reasonable regard for clear coverage, safety and discretion. Guests, venue staff, photographers, videographers, floral arrangements or other objects may temporarily obstruct a fixed camera view. TDWC will take reasonable steps to reduce foreseeable obstruction but cannot guarantee an uninterrupted sightline throughout a live ceremony.

Included Ceremony Finish Edit. Ceremony Recording and Ceremony Recording + Livestreaming include a Ceremony Finish Edit consisting of reasonable beginning/end trims, removal of setup/pack-down material, basic audio-level balancing, basic exposure/colour correction where reasonably required, simple opening/closing titles, removal of a small number of straightforward unwanted sections, and one reasonable round of minor corrections. It does not include cinematic editing, highlight reels, music montages, extensive audio restoration, complex graphics/animation, substantial restructuring or repeated revisions. Such work is separately quoted.

Ceremony 4K. Ceremony Recording is $700. Ceremony Livestreaming is $700. Ceremony Recording + Livestreaming is $1,350, comprising a $700 Recording component and a discounted $650 Livestreaming component. Any package discount applies to Livestreaming. The +75% 4K recording surcharge is calculated against the full $700 Recording component, being $525. Livestreaming itself does not attract a 4K surcharge.

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13. PARKING, TRAVEL & VENUE COSTS

The Client must disclose known parking/loading arrangements, fees, restrictions and permits. Unexpected reasonably necessary parking, loading, access or permit charges may be passed on at actual cost. Travel up to 50 km each way from TDWC Event Media's nominated service base is included unless stated otherwise; additional distance is $1.00/km using a practical driving route.

For this agreement, approved non-recoverable third-party costs are reasonable event-specific costs TDWC Event Media has actually incurred or irrevocably committed for the booking and cannot cancel or recover. They may include agreed travel, accommodation, transport, equipment hire, specialist services, venue-imposed charges, permits and storage/media costs. TDWC Event Media will provide reasonable supporting information on request.

For interstate events, the Client is responsible for reasonable return economy airfare, necessary baggage/equipment charges, accommodation, airport transfers, ground transport, parking and other agreed travel costs. TDWC will ordinarily arrange its own travel/accommodation. Known costs are payable when the booking is secured and are separate from the 25% service deposit. Approved costs that become non-refundable remain payable after cancellation/rescheduling.

14. FILE DELIVERY, STORAGE & RETENTION

Standard event recordings are supplied as clean, edit-ready digital files, normally MP4. Unless editing is purchased, ordinary Event Recording footage is recorded event footage rather than a finished production. Ceremony Recording is an exception and includes the Ceremony Finish Edit described in Section 12. Delivery may be by electronic transfer where practical, Client-supplied USB/SSD, or TDWC-supplied storage at additional cost. Large 4K/long-duration files may require physical storage. Requested personal delivery of physical media has a minimum $75 fee plus any agreed substantial-distance charge.

Standard unedited recordings are ordinarily delivered within 7 calendar days. Ceremony Finish Edit and Full Basic Editing initial delivery are ordinarily within 14 days once required Client materials/instructions are received. Electronic links may expire; the Client must download and back up files. TDWC retains event files for 30 calendar days after successful delivery, after which originals/backups may be permanently deleted unless archival storage is separately agreed.

15. BASIC EDITING

Simple Cleanup Edit - from $75: minor identified changes such as beginning/end trims or removal of a specified break/small number of sections.

Full Basic Editing - $115 per recorded source hour: source duration is rounded up to the nearest 30 minutes, minimum $115. Includes straightforward trimming/cuts, removal of unwanted sections/breaks, joining sections, basic audio-level adjustment, simple titles/logos and opening/closing screens, plus one reasonable round of basic revisions. 4K source material attracts a separate +75% editing surcharge. Specialist post-production, extensive audio restoration, complex graphics/animation, multicamera creative editing or substantial restructuring are separately quoted. Ceremony Finish Edit is included in applicable Ceremony Recording packages under Section 12 and is not separately charged.

16. ADDITIONAL WORK & CHANGES

Only the Client or named Authorised Client Representative may approve chargeable additional services/time. TDWC will advise the applicable charge beforehand where reasonably practical; approval may be by signature, electronic message or the authorisation below. Material changes to duration, venue, locations, livestream requirements, event format, technical requirements or other circumstances materially increasing work/equipment may require a revised quote.

Additional service/time: _____ Charge: $_____ Approved by: _____ Time: _____ Signature: _____

17. PROJECT SUITABILITY & RIGHT TO SUSPEND

Subject to applicable law, TDWC may decline a booking it reasonably considers unsuitable for the services it chooses to provide. The Client must give a reasonably accurate description of the event's nature, purpose and material content where relevant to acceptance. If material circumstances differ substantially from what was disclosed or reasonably understood, TDWC may suspend/discontinue affected services where it reasonably would not have accepted the assignment had those circumstances been disclosed. TDWC may also refuse/suspend service where continuing would reasonably be unlawful, materially unsafe, contrary to venue requirements, expose TDWC to significant legal liability or involve material TDWC cannot lawfully record/distribute. This clause does not permit unlawful discrimination. Fees following a material undisclosed change will be dealt with reasonably having regard to work performed and approved non-recoverable costs.

18. COPYRIGHT, PRIVACY & PROMOTIONAL USE

Upon full payment, the Client may use, reproduce, publish, edit and distribute delivered recordings for business, organisational or personal purposes. Unless agreed otherwise in writing, copyright in footage created by TDWC remains with TDWC. Private/confidential event material will not intentionally be disclosed except as required to provide the service, as authorised by the Client or as required by law. TDWC will not use identifiable Client footage, event recordings, branding or confidential material for advertising/portfolio use without permission.

PROMOTIONAL USE: ☐ YES - reasonable excerpts/event photographs may be used for portfolio/promotional purposes. ☐ NO - promotional-use permission is not granted.

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19. AUSTRALIAN CONSUMER LAW

Recording and livestreaming rely on electronic equipment, software and third-party infrastructure, so complete freedom from technical failure cannot be guaranteed. Remedies for TDWC-controlled material failure are set out in Section 8 and will be proportionate to the affected service. To the extent permitted by law, TDWC is not responsible for indirect or consequential losses arising from failure to record or livestream. Nothing in this agreement excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

20. MULTI-DAY EVENTS

This agreement and its pricing are for single-day events. Engagements spanning more than one calendar day require a separate written quotation and multi-day service agreement. Single-day hourly, Ceremony or 8-Hour Package rates should not be assumed to apply.

21. CIRCUMSTANCES OUTSIDE EITHER PARTY'S CONTROL

Neither party is responsible for failure to perform where prevented by circumstances reasonably beyond its control, including severe weather, natural disaster, venue closure, government restriction, major infrastructure failure, emergency evacuation, serious medical emergency or similar exceptional circumstances. If work has already commenced, TDWC may retain a reasonable amount for services performed and approved non-recoverable costs, with the remaining balance refunded or, by agreement, credited to a rescheduled event. Where practical, the parties will first attempt to reschedule or reach another reasonable arrangement.

22. ACCEPTANCE

The event details, services, Service Window and quote are correct, and the Client accepts the payment, cancellation, rescheduling and work-commencement provisions.

The Client understands that booked time is the agreed Service Window, not exact footage duration; breaks/pauses while TDWC remains committed form part of that window.

The Client understands the complimentary 30-minute setup and 30-minute pack-down periods, the $60/hr additional required-attendance rate, service-specific additional-time rates and unexpected-overrun grace provision.

The Client understands the 4K recording and editing surcharges, including the Combined-service calculation, Ceremony Combined calculation and the 8-Hour Package/multi-day distinctions.

The Client understands that Ceremony Recording is primarily fixed-position or limited-movement professional event documentation and is not cinematic videography, and understands the scope of the included Ceremony Finish Edit.

The Client accepts responsibility for venue permissions, attendee notification where appropriate, disclosed access/parking requirements and event information/run sheets.

The Client understands the practical limits relating to lighting, audio, sightlines, internet/platforms and technical failure, together with the remedies stated in this agreement.

The Client understands interstate travel/accommodation and approved non-refundable third-party costs may be additional and remain payable as stated.

The Client has selected its promotional-use preference and has read and accepts this Quote & Service Agreement.

CLIENT

Name: _____
Organisation: _____
Signature: _____
Date: _____

TDWC EVENT MEDIA

Benjamin Dwight
Trading as TDWC Event Media
Signature: _____
Date: _____
ABN: 31 537 560 757

Acceptance may also be recorded by electronic signature or other clear written acceptance. This commercial agreement should be reviewed by an Australian legal professional before reliance in higher-value or unusual engagements.