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FREQUENTLY ASKED QUESTIONS

<u>CATEGORY</u>	<u>COMMON QUESTION</u>	<u>ANSWER</u>
Entertainers	How long will it take to complete my Entertainers production?	Entertainers Packages normally take 6 to 12 weeks to complete, depending upon your package or pre-production choices.
General	Will additional audio capture devices be used?	Yes. Wireless microphones will be used as needed.
General	Will my special event be captured in High Definition?	Yes, we only capture in High Definition unless specifically asked to capture in Standard Definition.
General	What other ways can we help you deliver your Commercial message?	Since we use DV technology to capture your project, we can import this information into our production computer, edit your information to your requirements, and then we can encode it to one of the three major encoding schemes that are available today for web delivery: QuickTime, Real Video and Windows Media Player. We can also deliver your captured project directly to you on DV tapes should you desire to edit them. We also have royalty free music available for commercially marketed products.
General	What are the advantages of a DVD?	DVD's do not lose quality over time or with usage. So no matter how many times you play the DVD, the quality will virtually remain the same.

General	What is meant by DVD navigation?	When a DVD with navigation programmed onto it is inserted into a DVD player, a selection menu will appear. From this menu you can navigate to your specific interest or chapter. When we make your DVD menu(s), we create these "chapters". Each chapter represents a specific segment that you choose to name for the purpose of dividing the information that will be on your DVD. Unlike their VHS predecessor, there is no rewinding or fast forwarding required.
General	What is the life expectancy of a DVD?	The DVD disks we use have a life expectancy of 100 years under normal conditions, unlike High quality VHS tapes manufactured today which have a maximum expectancy of only 30 years.
General	Other DVD Information	You will be able to play your DVD in every computer with a standard DVD drive. If you have a Blu-Ray drive, then only productions created for Blu-Ray will play in that drive.
General	Other Special DVD services we provide	We offer customized menus and user-friendly navigation at an affordable price. We professionally encode every DVD. Your DVD menu, DVD disk label and DVD case cover are all designed as a custom matched set.
General	What is editing?	Editing begins soon after your project is captured. Editing is done by choosing the good material and cutting out the undesirable footage. Also, any titles you have requested to identify people, places, and/or give credit to, are created and added to your production. Then any special effects or backgrounds are added to make your production interesting and flow properly. Sound, music and special sound effects can be added or we can also mix music and microphone 'voice-over' narration onto the existing sound - we can replace the sound - or add sound effects to help you achieve the desired feeling. We have a vast library of high-end special effects or we can use chroma key for a more dramatic effect.

General	Why does shooting in High Definition benefit me?	HD is the latest in technology in both picture and sound quality; a new set of standards that affect the quality of video forever. These new standards are as dramatic as going from black and white to color TV. Basically, TV sets of the past used what is called Standard Definition, which means they only had 480 visible lines of detail. HD video and HD TVs have as many as 1080 visible lines of details. Shooting in the HD mode is beneficial because HD video is 6 times sharper than SD. This means everything on your video will look more true-to-life. Experience the emotions as if they were happening again in real-time.
General	Can I play my video on a regular DVD player?	We can edit your High Definition film so that it can be authored to a DVD that will play back on a standard TV. Since HD video provides more color space data to the MPEG-2 compressor, working with HD video from the beginning will result in a higher quality project simply as a result of the higher number of originating pixels in the image.
General	With High Definition video, what are my play-back choices?	Your High Definition film can be edited and authored to HD-DVD's or Blu-ray DVD's. Other methods are playing back on your computer using Quick Time, Real Player or Windows Media Player.
General	What type of equipment do you use to capture in High Definition?	We presently capture with a Sony HDR-FX7 Camcorder, a JVC GR-HD1U and a JVC GZ-HD2U, all High Definition and all 3CCD technology providing you with multiple camera coverage where needed.
Project	How long will it take to finish my production?	Depending upon your pre-production choices, from a few weeks to several months.
Project	When do I pay for my production?	To secure a date, a deposit is due up front with the balance due (two) weeks before capturing or upon delivery of the production; depends upon the nature of your production.
Project	How many DVD copies will I receive?	Most packages offer multiple DVD copies. Extra copies may be purchased separately.

Project	When do I pay for my production?	To secure a date, a deposit is due up front with the balance due (two) weeks before the event. Both Master Card and Visa are accepted for your convenience.
Project	Can the master tapes be purchased?	Yes, in most cases they may be purchased.
Project	When can I schedule an appointment?	We have 'on location' or 'in studio' photo shoot appointments during the day and in the evening. If you can come in during the day or during the week, appointments are usually available within one or two days, occasionally a week or longer during peak seasonal times.
Project	Should I come in for a Photo Session Consultation?	We encourage all of our customers to visit our studio or we may arrange to meet with you, prior to their session date. At the consultation, we can discuss clothing options and story or theme ideas you would like to incorporate into the session. Only through careful planning with our customers can we transform photographs and video into outstanding productions.
Project	How long does it take to get my order?	Unedited and un-retouched previews are usually ready within seven to ten days. Finished photos take anywhere from two to six weeks, depending on the complexity of the production selected.
Project	How much are your session fees?	We have a wide variety of photo/video sessions to accommodate about any need. Our session fees begin at \$40.00 in our studio and \$50.00 on location.
Project	Can I purchase finished photographs in various sizes, finishes and quantities from you?	You may find it to be a surprise, but No. We do not produce or print photographs. We are primarily a High Definition Video Production Company. However, in today's day and age, arranging to have specialty prints made from the High Resolution Digital Photographs we provide you on disc, you may take them to one of our Affiliate Portrait Processors or you may take them to one of your choice.

Project	What if it becomes impossible to arrange our schedules together to view the previews in your studio? May we take them out of the studio?	You may take your previews home to review them prior to final editing and production. A credit card number is required to take the previews out of our studio. Previews must be returned within two weeks or your credit card will be charged the appropriate fee.
Project	What if there is a problem with my images or video?	While we do everything possible to prevent issues with your session, mistakes most often beyond our control occasionally do occur. If you're not completely satisfied with your finished production, we'll correct the problem or refund your entire investment - no questions asked.
Project	How long does a session take?	Depending on the sessions, anywhere from forty-five minutes to a few hours. Individuals and small families usually take about forty-five minutes to an hour, while we allow for up to three hours for bridal and commercial sessions.
Project	What clothing should we wear?	Clothing is a one of the most important elements of capturing both photos and video and provides a great opportunity to create a nice photograph into a cherished family heirloom or keepsake. Much of the time spent in our planning consultation is devoted to clothing choices. Important points to keep in mind are: (1) Coordinate colors between all members of a group session (2) Solids work better than most patterns (stripes or herringbone) and (3) Most adults usually prefer long sleeves to short sleeves or sleeveless. Additional information about clothing options can be found on our Online Resources Web page.
Project	What if something comes up and I need to reschedule?	Rescheduling should not be a problem. However, on many days we do have a waiting list for appointments, so please give as much advanced notice you can. If this happens, please give us a call and reschedule. If you find you are running late for your appointment, please give us a call before you come. If we have a session immediately following yours, we may need to reschedule.

Wedding	I am having a Wedding, will you attend the rehearsal?	Yes, if it does not conflict with other scheduled projects. Your rehearsal date and time will be noted on your "Project Form" and in our data base schedule. This we will discuss in your initial planning session.
Wedding	I am having a Wedding, are you familiar with the ceremony/reception site(s)?	Most likely we are, we have probably already captured an event there, however, if we are not, that is another good reason for us to make time to attend the rehearsal for your ceremony. If we are not familiar with your reception site, we will arrange to visit the site before your event.
Wedding	What is Pre-Wedding Coverage?	Pre-Wedding coverage captures all the excitement and emotion of the bridal party preparing for the big event. Pre-Wedding coverage can be for the bride and her bridesmaids and for the groom and his groomsmen. This footage is set to music of your choice and includes special effects such as slow motion, black and white, plus other special effects. It is included on your DVD as an introduction chapter before your ceremony and reception.
Wedding	What is Photo Shoot Coverage?	While our wedding photographer groups your family and wedding party together for your wedding photos, our Videographer will be there capturing the interactions and expressions of all involved in addition to other situations occurring with your guests before your entrance. Because we provide both photography and videography we are capable to capture both simultaneously and final production video presenting both mediums.
Wedding	How long will it take to complete my Wedding production?	Weddings normally take 6 to 12 weeks to complete, depending upon your package or pre-production choices.
Wedding	When do I pay for my Wedding production?	To secure a date, a deposit is due up front with the balance due (two) weeks before the Wedding day. Both Master Card and Visa are accepted for your convenience.