

PIGEON'S VISION | MASTER SERVICE AGREEMENT

1. BOOKING AND PAYMENT

- **Retainer:** A non-refundable retainer equal to 50% of the total service fee is required at the time of booking to secure your dedicated session date and time. To safeguard our production schedule, all retainers are strictly non-refundable.
- **Balance:** The remaining 50% balance, along with the cost of any additional media purchased during your review session, is due in full prior to the digital delivery of any final edited assets.
- **Additional Deliverables:** Supplemental edited files may be purchased during the curation session at a rate of \$25 per file.
- **Minors:** Kids under 18 need to be accompanied by a parent or guardian.
- **On-Location Shoots:** All on-location shoots must be approved in writing beforehand.

2. SESSION REVIEW AND DELIVERABLES

- **Review Process:** The Client will review all raw assets (photographs or video footage) during or immediately following the shoot to select the specific files for finalization.
- **Curation Policy:** Pigeon's Vision does not deliver uncuration or entire session galleries. We conduct a live, collaborative curation session at the conclusion of our shoot. Together, we will review the imagery on a professional monitor, analyze expression and lighting, and hand-select your definitive assets so you leave knowing exactly what will be delivered.
- **Proprietary RAW Files:** Unedited or RAW files (photo or video) remain proprietary and are strictly not provided under any circumstances. Digital delivery is exclusively limited to final, fully retouched and mastered media.
- **Reel Editing Revisions:** Reel editing services include two (2) complimentary rounds of revisions. Any additional revision cycles requested beyond the initial two will incur a fee of \$75 per revision, payable prior to final delivery.
- **Turnaround:** Final purchased and mastered media will be delivered digitally via a secure download link within 7 business days following the complete settlement of the final balance.

3. CANCELLATION, RESCHEDULING, AND NO-SHOWS

- **Cancellations & Absences:** All retainers are strictly non-refundable. Canceling a session, or failing to arrive for a scheduled appointment without prior written notice ("No-Show"), will result in the immediate and total forfeiture of the retainer.

- **Complimentary Rescheduling (72+ Hours Notice):** Clients are welcome to a single courtesy reschedule, provided notice is given at least 72 hours before the session. The rescheduled session must be executed within 30 days of the original booking date.
- **Late Adjustments (Under 72 Hours Notice):** Any cancellations, late adjustments, or no-shows within this 72-hour window will be handled at the sole discretion of the studio; otherwise, the booking fee is forfeited. Absent an approved exception by the studio, late adjustments result in the immediate forfeiture of the original retainer, and a new retainer will be required to secure a future date.
- **Illness & Emergencies:** In the event of a verified illness or extreme medical emergency occurring within the 72-hour window, the studio may grant a one-time courtesy reschedule at its sole discretion to safeguard the health, safety, and production environment of the set.

4. SESSION DETAILS

- **Duration:** Session times vary strictly based on the specific service reserved (Portrait: up to 3 hours; Headshot: up to 2 hours; Monologue: 2+ hours; Reel Editing: 15-minute intake). Allocated session blocks include technical setup, performance, wardrobe changes, and active adjustments.
- **Wardrobe & Grooming:** The Client is exclusively responsible for their own styling, wardrobe options, hair, makeup, and general grooming, unless specialized creative direction services are explicitly bundled into the invoice.

5. USAGE RIGHTS AND LICENSE

- **Personal Use License:** Upon final payment, the Client is granted an irrevocable, perpetual, worldwide license for Personal Use of the final delivered media. This includes self-promotion on social media profiles, personal websites, and professional casting, industry, or networking platforms.
- **Editorial Credit:** If delivered media is published in editorial, journalistic, or trade formats, attribution must read: "Media by Pigeon's Vision".
- **Commercial Use:** Any commercial utilization (including but not limited to book covers, paid print advertising, product endorsements, or marketing a retail commodity for sale) falls outside standard personal use and requires prior written consent from the Business, subject to separate commercial licensing fees.

6. MODEL RELEASE AND PROMOTIONAL USE

- The Client grants Pigeon's Vision the absolute and irrevocable right to use, reproduce, distribute, and display the media created during this session for lawful promotional purposes. This includes portfolio display, website imagery, social media marketing, print advertisements, and studio-branded exhibitions.

7. COPYRIGHT AND OWNERSHIP

- **Intellectual Property:** Pigeon's Vision retains full, exclusive copyright ownership of all media created during the session. Delivered images and video may not be re-edited, altered with digital filters, or sold to third parties by the Client.

8. LIMITATION OF LIABILITY

- **Technical & Unforeseen Issues:** While Pigeon's Vision employs professional-grade protocols to ensure the safety, preservation, and quality of all media, the Business is not liable for unforeseen technical anomalies, equipment failure, data corruption, or force majeure events beyond its control. In the rare event of total media failure, the Business's liability is limited entirely to a refund of monies paid by the Client.

9. MISCELLANEOUS

- **Force Majeure:** Pigeon's Vision is exempt from liability for delays or failure to perform obligations caused by circumstances beyond its reasonable control, including severe weather, sudden incapacitating illness, or acts of God.
- **Dispute Resolution:** Any conflicts or disputes arising under this agreement will be addressed through good-faith negotiation or independent mediation before pursuing formal legal action.

10. AGREEMENT AND ELECTRONIC ACCEPTANCE

- By checking the "I Agree" box and completing the online booking payment through Square, the Client acknowledges that they have read, understood, and agree to be legally bound by all terms, conditions, and policies outlined in this Master Service Agreement.