

Affordable Digital Memories

Expectations – Pageants

What you can expect of ADM:

We will do our best to provide you with a professional-grade product that will bring you many happy memories of your life change event at an affordable price. We will do our best to deliver the finished products to you in a timely manner. Typical turnaround can be 2 to 4 weeks for CD's and 4 to 6 weeks (or less) for Basic tapes. Premium (Deluxe) editing will require additional time to complete, based on complexity. You will be treated with the utmost courtesy and professionalism by anyone associated with *Affordable Digital Memories*.

Our expectations of you, as a customer:

We'd like you to treat us as you would a member of your family. We'll do the same for you. You will agree to allow photos and or tape segments to be used by *Affordable Digital Memories* as advertising or demo material.

You will honor your financial commitment to ADM by placing a 50% deposit at the time of your order, and will pay your outstanding balance at time of delivery of the finished product(s). In case of a cancellation, the first \$50 of your deposit will be non-refundable.

If you like our work, tell your friends. Our business depends on referrals. If you have any concerns about our work or our product, please inform us so we can work it out.

What you can expect from the product:

Because of the extensive editing required, all Pageant-related productions fall under the category of Gold/Premium. Standard procedure is to use a single camera and operator. Multi camera & camera operator productions are available at extra cost.* Your finished product will "tell a story." For a typical pageant, your DVD/VHS tape will open with an "intro" shot of a Pageant logo / graphic / program. (A clean, undamaged copy of the program will be necessary for this.) Graphics you supply may be most any standard format, including JPG, GIF, TIF, PCX, or PSD. Files should be high quality and at least 200dpi, if scanned. ADM can scan your photos up to 8.5x14 inches if you do not have graphics, at extra cost.

The talent and crowning programs will be digitally videotaped, including the post-pageant photo shoot of Royalty.

Additional program material, such as interviews, rehearsals and social activities can be recorded, but at extra cost.*

*See fees schedule.

At the conclusion of the main program, a “credit roll” will be inserted to give special recognition to sponsors and participants. To do this, a listing of those persons or organizations will be required. If available, please use MS Word .doc format, or provide printed copy.

If special music is desired for intro or end credits, it should be provided on commercial CD albums or mp3. Standard CD audio, Microsoft .mpa, mp3 or .wav files on CD ROM are preferred. Any albums used, will be returned.

ADM will provide a first-generation finished Master Copy product on DVD or VHS tape to you as part of your package. A DVD may require abbreviated event coverage due to 2 hour media size limitations. Also, Digital 1 hour tape length limitation may mean interrupted coverage of events during tape changes.

ADM will provide a Master copy of CD ROM stills with color label and in a Jewel case. Still pictures will be in jpeg format, 640x480 size and 16M colors. They will be readable by IBM or similar PC running Windows 95 Release 2 or later and suitable for e-mail or printing at any Digital Photo Instant Print facility. Digital stills are not intended to replace traditional film-type photography, but to compliment it. CD stills will be taken from the video and will include all major events recorded. Selection of stills is at the discretion of *Affordable Digital Memories*. Customer input on still selection, cropping, color adjustment / enhancement, and digital manipulation (retouching) are available at extra cost.*

ADM reserves the right of first refusal for retail sales of DVDs, CDs and VHS tapes to contestants or the general public.

Original Digital tapes and master DVD's will remain on file for a period of one year, should it be decided extra copies are needed.

Additional Considerations:

Tapes that are shot with “existing light” (i.e. no supplemental floodlights) may be dark and colors may be muted. Tapes recorded under fluorescent light may have a slight purplish cast. This is a limitation of all video equipment and can only be partially compensated-for by filtering. Spotlighted events are preferred. Color correction can be applied to both tapes and stills, in post-production.

Tape shot with “in-camera” microphones may have muted or sometimes inaudible sound tracks during dialog, such as announcements. To minimize this, participants are advised to speak clearly. Use of a public address system at the pageant location is STRONGLY recommended, so such dialog is properly amplified. This is also a powerful incentive to upgrade to a 2-camera production package. Most 2-camera productions have very satisfactory sound levels, especially when public address equipment is used. Note that extremely loud audio tracks can be reduced in volume, but distortion cannot be removed, entirely.

Portable radio microphones and sound mixing can be made available at extra cost.

ADM can re-master your DVD / VHS with upgraded special effects and enhanced Audio/Video from your digital tapes within one year of the date of your pageant.*

The Bottom Line:

Our intent is to focus on giving you the best product we can *within your budget*. If you cannot afford a large investment, We'll do our best to give you the best possible professional grade video program your money will buy. We'll work *with* you, as well as *for* you.

Thanks, and We look forward to working with you.

Jim Karenko, for ADM

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