MALTMEDIA

Statement of Work
client agreement.

Scope, deposit and payment terms, and how your project runs through the MALTMEDIA customer portal.

DEPOSIT	REVISIONS	PAYMENT	PORTAL
£150 or £50	3 Rounds	7 Days	One Login
* £150 over £500, below £50	Tracked live in your portal	From the final invoice date	maltmedia.com/portal

1 Project Overview

1.1 This Statement of Work and Client Agreement (the "Agreement") sets out the scope, deliverables and terms for the project described below. It is made between MALTMEDIA and the client named below (the "Client").

CLIENT NAME	[CLIENT NAME]
CLIENT ADDRESS	[CLIENT ADDRESS]
PROVIDER	MALTMEDIA, 50 Pimms Grove, High Wycombe, Buckinghamshire, HP13 7EF
AGREEMENT DATE	[DD/MM/YYYY]
PROJECT TITLE	[PROJECT TITLE]
PROJECT BRIEF	[DESCRIPTION OF PROJECT]
DELIVERABLES	[PROJECT DELIVERABLES]



2 Scope of Work

2.1 MALTMEDIA will provide the video production services described in the project brief, covering pre-production, filming, editing and delivery as they apply to the project.

2.2 The agreed services for this project are:

PROJECT BRIEF:
[describe the services, crew size, location(s) and the key moments or content to be captured]

This has been agreed with the Client before this Agreement is signed.

2.3 The crew will operate professional video equipment and will coordinate with the Client or its designated representatives so that priority moments are captured. The objective is a cohesive video that reflects the agreed brief.

2.4 Live events cannot be repeated. MALTMEDIA will make every reasonable effort to capture the priority moments the Client identifies, but cannot guarantee coverage of moments outside its control.

2.5 MALTMEDIA will deliver the services in line with the agreed brief and specifications and will maintain professional standards throughout. Anything not described in this Agreement is outside the scope of work and will be quoted and agreed in writing before it begins.

3 Client Responsibilities

3.1 **Consent.** The Client is responsible for ensuring that everyone appearing in the video knows they are being recorded and has given informed consent.

3.2 **Safeguarding.** The Client must confirm that no person featured is vulnerable, under legal protection, subject to safeguarding restrictions, or otherwise prohibited from being filmed, and must tell MALTMEDIA before filming begins about anyone who must not be filmed.

3.3 **Under 18s.** By proceeding with filming, the Client accepts full responsibility for obtaining the necessary permissions and for complying with all relevant legal and safeguarding requirements, including parental or guardian consent for any child appearing in the video. If a child without the required consent has already been filmed and edited, the Client is responsible for any corrective action, including editing, re-filming or content removal, and all resulting costs are payable by the Client.

3.4 **Materials and feedback.** The Client will provide the information, materials, branding assets, access and approvals needed to complete the project on time, and will give feedback within five (5) working days of a cut being made available, unless another timeframe is agreed. Delays may adjust delivery timelines.

3.5 **Client-supplied content.** The Client confirms that it owns, or has permission to use, any logos, music, footage, images or other material it supplies, and is responsible for any licences those materials need.

4 MaltMEDIA Customer Portal

4.1 Every Client project is managed through the **MALTMEDIA customer portal** at **maltmedia.co.uk/portal** (the "Portal"). The Portal is where the Client tracks progress, reviews and approves videos, and receives final files and invoices, all in one place.

4.2 **Access.** MALTMEDIA will issue the Client a unique portal username. The Client must keep it confidential, share it only with people authorised to act for the Client on the project, and tell MALTMEDIA straight away if it may have been compromised. The Client is responsible for all activity under its username. MALTMEDIA may reset or suspend access where needed to protect the Portal or other clients' information.

4.3 **Progress tracking.** The Portal shows the project's current stage (Pre-production, Shoot, Edit, Review or Delivered), the project brief and deliverables, the next action, and the name and email address of the Client's creative lead at MALTMEDIA. Stage updates are for information, and any dates shown are estimates as described in *Section 6*.

4.4 **Review room.** When a cut is ready, MALTMEDIA will upload it to the Portal and notify the Client, who can then either approve it or request changes. Change requests should be entered in the notes field with timestamps where possible (for example, "0:42 — trim this shot") and gathered into a single submission wherever possible.

4.5 **Revision rounds.** Each submission of change requests counts as one revision round. The Portal shows how many rounds have been used and how many are included *(see Section 5)*.

4.6 **Approval.** Approval given through the Portal is the Client's formal written approval of that cut. The project then moves to Delivered, and any further changes are treated as new work that may be charged under *Section 5*.

4.7 **Delivery.** Final files, this Agreement and invoices are made available in the Portal for download. MALTMEDIA will keep them available for at least **30 days** after delivery, and the Client should download and back up its files promptly. After that period MALTMEDIA may archive or remove Portal copies and may charge a reasonable fee to resupply them.

4.8 **Written record.** Approvals, change requests and messages sent through the Portal form part of the written record of this Agreement and may be relied on by both parties. Changes to scope or fees must still be agreed as set out in *Section 13*.

4.9 **Availability.** MALTMEDIA will use reasonable efforts to keep the Portal available but cannot guarantee uninterrupted access. If the Portal is unavailable, MALTMEDIA will provide a secure alternative way to review cuts and receive files, and timelines will be adjusted fairly.

4.10 **Acceptable use.** The Client must use the Portal only for its own projects, must not attempt to access any other client's information, and must not upload unlawful or infringing content. Cuts shared for review are for approval only and must not be published or shared outside the Client's organisation before final approval and payment.

5 Deliverables & Revisions

5.1 All deliverables will meet the specifications set out in this Agreement and the Portal. Final files are supplied in the formats listed in the project details, for example a master video file and any agreed social media cuts.

5.2 Completed content is provided through the Portal for review. Once the Client approves a cut, MALTMEDIA will issue the final invoice *(see Section 7)* and release the final files for download through the Portal.

5.3 **Included revisions.** Three (3) rounds of revisions are included in the project fee, unless a different number is stated in the project details. Minor adjustments, such as small edits to timing, text or basic visual changes, will not incur additional charges within the included rounds.

5.4 **Additional changes.** Substantial changes that need extensive re-editing, restructuring or re-filming, changes beyond the original agreed scope, and revision rounds beyond those included may be subject to additional fees. Any such charges will be discussed and agreed with the Client in advance.

6 Timeline

6.1 The project will begin on **[start date]** and filming is due to finish on **[end date].**

6.2 Completed content will be delivered to the Client at MALTMEDIA's discretion, aiming for a maximum of two to three weeks after filming ends.

6.3 All dates are estimates, not guarantees. Late materials, access, approvals or feedback from the Client, and circumstances beyond MALTMEDIA's reasonable control, may move them.

7 Fees, Deposit & Payment

7.1 **Fees.** The fees for this project have been agreed with the Client as follows. All fees are in pounds sterling (£).

TOTAL PROJECT FEE	**£** [AMOUNT]
ON - SITE FILMING	[date(s)], [hours] hours on site
OFF - SITE FILMING	Approximately [HOURS] hours
DEPOSIT DUE	[£150 **OR** £50] on booking *(see 7.2)*
BALANCE DUE	**£** [total fee less deposit] on approval of the final cut

7.2 **Deposit.** A deposit is required to confirm every booking. The amount depends on the total project fee stated above:

TOTAL PROJECT FEE	
OVER £500 Work exceeding £500 in total	**£150**
£500 OR UNDER Work of £500 or less in total	**£50**

7.3 **Paying the deposit.** The deposit is payable by bank transfer when this Agreement is signed. MALTMEDIA will only reserve filming dates and begin work once the deposit has been received.

7.4 **Deposit is part of your fee.** The deposit is a payment towards the total project fee and will be shown as a credit on the final invoice.

7.5 **Non-refundable deposit.** The deposit covers the cost of reserving MALTMEDIA's time and crew, so it is nonrefundable if the Client cancels or reschedules outside the terms of *Section 8*. It is refunded in full if MALTMEDIA cancels or is unable to deliver the project *(Section 8)*. This does not affect any statutory rights the Client may have as a consumer.

7.6 **Additional work.** If the work will exceed the on-site or editing time stated above, MALTMEDIA will request the Client's written authorisation before any additional work is carried out.

7.7 **Final invoice.** When the Client approves the final cut in the Portal, MALTMEDIA will issue an invoice for the balance, which will include a secure link to download the final files. Payment is due within seven (7) days of the invoice date, by bank transfer to the account shown on the invoice. Invoices and their payment status are visible in the Portal.

7.8 **Late payment.** Overdue invoices may incur statutory interest and reasonable recovery costs where the law allows, and MALTMEDIA may pause any other work for the Client until the balance is cleared.

8 Rescheduling & Cancellation

8.1 **Rescheduling by the Client.** The Client may reschedule filming once at no additional charge by providing at least ten (10) days' written notice, subject to MALTMEDIA's availability. Further rescheduling requests or changes made with less than ten (10) days' notice may incur additional charges.

The following rescheduling fees apply:

- Within 7 days of the agreed start date: **£25**
- Within 48 hours of the agreed start time: **£50**
- Within 24 hours of the agreed start time: **£100**

Only the highest applicable fee will be charged. Any additional costs arising from previously booked crew, travel or other non-refundable expenses may also be charged to the Client.

8.2 **Cancellation by the Client.** If the Client cancels a confirmed booking, the deposit will be retained in accordance with *Section 7*. Where work has already commenced, the Client remains responsible for payment of work completed and expenses incurred, as outlined in *Section 12*.

The following cancellation fees apply:

- Within 7 days of the agreed start date: **£25**
- Within 48 hours of the agreed start time: **£50**
- Within 24 hours of the agreed start time: **£100**

Only the highest applicable cancellation fee will be charged. These fees are payable in addition to any outstanding amounts due under the Agreement.

8.3 **If MALTMEDIA cannot deliver.** If MALTMEDIA cannot attend or complete the project because of illness, equipment failure or any other reason within its control, it will first offer a replacement crew of equal standard or a new date. If neither is workable, the deposit will be refunded in full and the Client owes nothing for work not carried out.

8.4 **Events beyond reasonable control.** If severe weather, venue closure, illness, travel disruption or the cancellation of the event prevents filming, neither party is in breach. The parties will agree a new date in good faith, and the deposit will be held towards it where practicable.

9 Intellectual Property & Usage

9.1 MALTMEDIA keeps ownership of all footage, project files and materials it creates until the Client has paid in full.

9.2 When the Client has paid in full, MALTMEDIA grants the Client a perpetual, royalty-free licence to use the final deliverables for its own purposes, in any media.

9.3 Raw and unedited footage and project files stay with MALTMEDIA and are not included unless agreed in writing. They may be supplied on request for an additional fee.

9.4 MALTMEDIA will use properly licensed or royalty-free music and assets. If the Client supplies its own music or assets, the Client is responsible for the licences.

9.5 MALTMEDIA will speak to the Client before using any footage from the project, including behind-the-scenes footage, for marketing or portfolio purposes, and will not do so without the Client's agreement.

10 Confidentiality & Data Protection

10.1 All information shared under this Agreement will remain confidential and will not be disclosed to third parties except as needed to deliver the project or where the law requires.

10.2 Both parties will comply with the **UK GDPR and the Data Protection Act 2018.** MALTMEDIA will use personal data in footage and Portal account details only to deliver the project, operate the Portal and issue invoices, and will keep it secure. The Client is responsible for the lawful use of the finished video, including any use of footage of identifiable people.

11 Liability

11.1 MALTMEDIA takes reasonable steps to protect footage and project files, including secure storage and backups, but is not liable for loss or damage caused by events beyond its reasonable control.

11.2 Subject to the next clause, MALTMEDIA's total liability under this Agreement is limited to the total project fee, and MALTMEDIA is not liable for indirect or consequential loss, including loss of profit or goodwill.

11.3 Nothing in this Agreement limits liability that cannot be limited by law, including liability for death or personal injury caused by negligence, or for fraud.

12 Termination

12.1 Either party may terminate this Agreement under defined conditions, including but not limited to material breach of contract, failure to perform agreed obligations, or circumstances beyond reasonable control that prevent completion of the services.

12.2 Termination must be given in writing. Email or a message sent through the Portal counts as writing.

12.3 On termination, the Client is responsible for payment of all work completed and any expenses incurred up to the date of termination. The deposit is credited against that amount and is otherwise treated as set out in *Sections 7 and 8*.

12.4 Clauses that by their nature are meant to continue, including payment, intellectual property, confidentiality and liability, continue after termination.

13 General

13.1 This Agreement is the entire agreement between the parties for the project and replaces any earlier discussions about it.

13.2 Changes to this Agreement must be agreed in writing by both parties. Email, or confirmation through the Portal, counts as writing.

13.3 This Agreement may be signed electronically. If any part of it is found to be unenforceable, the rest remains in effect.

13.4 This Agreement is governed by the law of England and Wales, and the courts of England and Wales have jurisdiction over any dispute.

Acceptance. By signing below, both parties confirm that they have read and agree to this Agreement, including the deposit terms in *Section 7* and the customer portal terms in *Section 4*, and acknowledge that it forms a written agreement between them.

SIGNED FOR MALTMEDIA	SIGNED FOR THE CLIENT
SIGNATURE	SIGNATURE
	
PRINT NAME	PRINT NAME
Alfie Manser	[PRINT NAME]
DATE	POSITION
[DD/MM/YYY]	[POSITION]
	DATE
	[DD/MM/YYY]

Thank you
for your business.

We look forward to building a **strong** and **lasting** partnership with you.

At MaltMEDIA, we are committed to bringing your vision to life through creative, high-quality content that reflects your brand.

Thank you for placing your trust in us. We're excited to get started and look forward to what we can achieve together.