

About these policies

These policies describe the usual production workflow of mariorichard.ca. A signed Service Agreement and project-specific statement of work control where they differ. They do not replace jurisdiction-specific legal terms.

1. Project confirmation

A booking is confirmed when the written proposal is accepted, the Service Agreement is signed, the initial payment is received, and production dates are mutually agreed.

2. Services

The services may include Corporate Storytelling Documentaries, Leadership Storytelling Documentaries, Corporate Video Production, and Professional Photography, as expressly selected in the accepted proposal. Each project is custom-scoped and priced.

3. Payment

Unless otherwise stated in writing, 50% is payable at signature and 50% after final review and before release of final files. Prices are quoted in the currency stated in the proposal; applicable taxes, withholding, transfer costs and travel are identified separately.

4. Indicative production timing

Corporate Video: typically 5–10 business days after filming. Corporate and Leadership Storytelling Documentaries: typically 7–14 business days after filming. Larger projects, photography packages, approvals, travel and translations may change these estimates. Contractual deadlines are only those in the accepted SOW.

5. Client preparation

Clients provide one decision-maker, accurate project information, accessible filming locations, consent and filming permissions, interview availability, branding files and timely consolidated feedback.

6. Creative direction

The Provider oversees interview direction, story structure, cinematography, editing, color treatment, pacing and suitable licensed music, while respecting the approved brief.

7. Revisions

Two consolidated rounds of minor revisions are normally included. Major story changes, new shoots, additional language versions or substantial retouching require a revised quotation.

8. Photography

Professional Photography may be purchased independently or bundled. Quantity, selection, retouching level, file format and usage rights are set out in the proposal.

9. Subtitles, translations and music

Subtitles, transcripts and translations are included only if quoted. Commercial music and third-party materials are used according to applicable licenses; requests for specific songs may incur fees or be unavailable.

10. Travel and filming logistics

Travel within Ho Chi Minh City may be included only where explicitly quoted; international travel, accommodation, visas, permits, local crew, location fees and insurance are budgeted separately as needed.

11. Delivery

Approved deliverables are transferred digitally, ordinarily in 4K UHD or Full HD video and agreed photographic formats. Final high-resolution assets are released after cleared payment. Raw footage and editable project files are not included unless expressly purchased.

12. Intellectual property and portfolio

The Provider retains raw footage, raw photographs and project files unless otherwise agreed. Upon full payment, clients receive the final-use license described in the Service Agreement. Subject to NDA, privacy rights and agreed embargoes, the Provider may retain and showcase completed approved work on mariorichard.ca and professional channels.

13. Confidentiality and privacy

Non-public business information is treated confidentially. Clients should flag sensitive locations, participants, products and launch dates before filming. Additional NDAs or data-protection terms may be arranged.

14. Cancellation, postponement and unforeseen events

Deposits reserve production capacity; cancellation and rescheduling charges follow the signed Agreement and applicable law. Weather, illness, transportation disruption, government restrictions and other events outside reasonable control may require rescheduling.

15. Cross-border and Vietnam projects

Projects are subject to applicable laws in the filming location and contracting jurisdiction. For Vietnam work, local authorization, tax withholding and permits must be verified; the Vietnam addendum to the Service Agreement may apply. No universal 20% tax rule is asserted.

16. Contact and document version

Professional identity: mariorichard.ca | Contracting individual: Mario Richard | Telephone: +1 438-819-2285. Version: 29 October 2026. Please request a project-specific agreement before booking.