

The following terms and conditions are automatically agreed to once a media production request form has been submitted.

1.00 General information

- 1.01 **NUIT Digital Media Services (DMS)** provide media production services as a core service to academic units and services of Newcastle University
- 1.02 Our core operating hours are between **0900 and 1700 Monday to Friday** (excluding bank holidays and university closure days)
- 1.03 We will strive to meet agreed project deadlines wherever possible however, should delays occur that are outside of our control, we cannot be held responsible for late delivery of the final media
- 1.04 We **will not** accept requests to edit video content that has been filmed by others
- 1.05 Where a client requests raw video footage from a project that that we previously edited then, provided it is still within the project retention period, we will supply it provided the content is **only** used in line with our suitability criteria (see section 1.13)
- 1.06 We are only resourced to deliver basic animation to accompany produced video content. Should there be a requirement for complex animation, beyond what we are resourced to provide, then it is the responsibility of the client to source and fund where appropriate. This will be discussed in detail during pre-production

1.10 Booking process and suitability criteria

- 1.11 Requests for media production services **must** be made using our online **Media Production Request (MPR)** form which can be found on our web site - <https://services.ncl.ac.uk/itservice/technical-services/digital-media/requestprocess/>
- 1.12 All MPR forms **must** be submitted by a current member of university staff. Where the person making the request will not be the main point of contact during the production process alternate contact details should be provided within the form
- 1.13 All MPR forms received will be assessed against our suitability criteria of **supporting and enhancing University education and research or promoting the institution** and whether we have appropriate resource to deliver the project within the proposed timescales
- 1.14 All MPR forms received are reviewed at our weekly internal production meetings. We aim to acknowledge submissions and provide an update to the client **within 10 working days**
- 1.15 Where submitted MPR forms meet our suitability criteria, and we have appropriate resource available to deliver the project within the identified timescales, we will usually arrange a face to face meeting with the client to understand the requirements in more detail prior to making a final decision
- 1.15 A final decision, as to whether we will be able to undertake a project, will be confirmed by email

1.20 During pre-production

- 1.21 It is the clients' responsibility to liaise with and schedule any resources required for filming. This may include coordinating availability of colleagues and/or arranging access to location recording environments both prior to (for a location suitability recce) and during filming
- 1.22 Should we require a hire vehicle for location filming then it is the client's responsibility to arrange and fund this. Where appropriate we will advise on this in advance

1.30 During production

- 1.31 The client (or a representative) must be present during filming to ensure that the content being captured is appropriate for and relevant to the project
- 1.32 Should there be a requirement for a voice-over to accompany the video content then, whilst we have the technology to facilitate this, it is the responsibility of the client to source and arrange the person that will deliver the voice-over content

1.40 During post-production

- 1.41 All rushes will be will be hosted in a secure Vimeo project folder
- 1.42 Timecoded rushes will be made available to the client, in their secure Vimeo project folder, for initial feedback. Feedback must be provided using the DMS supplied edit sheet to confirm edit points

- 1.43 One music track, per media production project, from premiumbeat.com, will be funded by DMS. It is the client's responsibility to fund any additional music required that we don't already have in our music library
- 1.44 Any content produced for external marketing purposes will likely be branded as per the University Central Marketing Team's branding guidelines

1.50 Delivery and hosting of media

- 1.51 All finished media will be provided to the client in digital format only, we do not provide physical copies (e.g. DVD or Blu Ray). Should physical copies be required then they must be procured from an external company
- 1.52 Where subtitling is required NUIT Digital Media service can facilitate this (only for videos that we have produced) via a 3rd party. Note that videos **must** be hosted on YouTube, Vimeo or NU Vision and that NUIT Digital Media Services will only cover costs of up to 15 minutes of video content per project. Further details can be found [on our webpages](#)

1.60 Permissions, consent and copyright

- 1.61 Where any third-party media is to be included in a media production then the client **must** obtain written permission in advance from the owner of the material
- 1.62 Where any material (including still images) that is subject to copyright is to be included in any content produced then the client **must** obtain necessary permission in writing from the original copyright holder
- 1.63 All content produced by NUIT Digital Media Services is copyright of Newcastle University
- 1.64 It is the clients' responsibility to obtain advanced written consent from all parties to be filmed during the production. We will provide copies of our consent forms where required
- 1.65 When filming at large events, it is the clients' responsibility to ensure that **all attendees** are made aware that filming will be taking place, and that any attendees **not** wishing to be filmed are easily identifiable to the DMS team
- 1.66 NUIT Digital Media Services may reuse any footage we film for other commissioned media production projects where appropriate. Permission will be sought from the requester of the original project before doing so

1.70 Project sign-off and media retention

- 1.71 Where we have filmed and edited the video content we will retain all associated media on a University secure server for a period of three years once the media production project has been signed off. If you require media to be retained beyond this period, then please discuss with us
- 1.72 If we are filming video content for handover to a third party to edit then we will only retain media for a maximum period of one month once handed over to the client or nominated third party
- 1.73 Should any amendments be required once a media production project has been signed off then, provided it is still within the retention period, a new media production request form must be submitted
- 1.74 We may wish to retain any footage filmed beyond the standard retention period where it is felt there may be archival value to the University. Permission will be sought from the requester of the original project before doing so

1.80 Charges and out-of-hours support

- 1.81 There is no charge for use of Digital Media Service resource during core hours. Any work that takes place outside of core hours is subject to resource availability and labour charges will be applied. Information on costs will be provided in advance where appropriate
- 1.82 Charges will be incurred for any additional music, media or consumables that are not provided as standard
- 1.83 Travel or vehicle hire costs may be incurred where off-campus filming is required as part of the media production project. Where appropriate we will advise on this in advance