FAQs

1. **How will I get the recordings of my event?**
   You will be given access to the live footage via google drive or mailed to you on an SSD drive (addt'l cost)
   after the videos have been processed.

2. **How can I access my photos?**
   Photos will be available online through google drive or mailed to you on a flashdrive (addt'l cost).

3. **Can I remove the watermark?**
   We put our watermark there to show that we provided the service. We explicitly request that you do not remove the watermark from any materials that have been provided. Failure to comply may result in termination of future services.

4. **When will I get access to my photos or videos?**
   Some of our videos take hours to render, however, we will try to get them to you in less than a week. Photo access will also be given within a week. If we need any longer, the client will be notified.

5. **What if my event is rained out?**
   In the event of weather conditions, we will do our best to give you any footage or photos that we obtained. Unfortunately rain and electronics do not mix well.

6. **Do you travel outside of Ohio for events?**
   Any events outside of the state will be subject to a different rate depending on distance, length of event, etc. If you have an event outside of the state that you would like documented, please email us at moonman@moonmandesigns.com.

7. **Are prices negotiable?**
   Unfortunately all of our in-state pricing is non-negotiable. We try to be as fair as possible when figuring the costs and we can assure you that you will be getting quality content at a more than fair price.

8. **I know someone who may also need video/photo services, what should I do?**
   Send them our way! They can visit our booking tab or send us an email at moonman@moonmandesigns.com for more information.

9. **Are your prices per hour?**
   Prices listed on the website are outlined in the description of each item. Individual sets are priced at $100 for up to 3 hours, festivals are listed at $500 for up to 3 days and so on.

   If you have any other questions, please email danielle@moonmandesigns.com