

GENERAL F.A.Q.

Q: Can we meet for a consultation?

A: Yes we are here M-F 10am-7pm. Address: 1014 E. Bitters Rd. San Antonio TX 78216. Please note, our studio is a house and it is by appointment. Please call to set it up 210-744.5566.

Q: What's required to book?

A: Four steps: 1) Print the contract online (under forms) 2) Fill out as the information. 3) Send it to us by mail: 1014 E. Bitters Rd. San Antonio TX 78216 or email: info@infinityweddings.com 4) If you mail it, please send the first payment as a deposit in name of Infinity Video & Photo, if you email it you can pay online here: <http://www.infinityweddings.com/form/contact-us> or you can call us to provide C.C. information. We can always setup a meeting where we can do all this in person.

Q: When are payments due?

A: Divide your total in 3. The first third is due when booking, the second third is due 2 months before the wedding and last third is due 2 weeks before the wedding.

Q: What if our wedding is cancelled or postponed?

A: Notify us immediately, depending on the circumstances we could arrange a refund, but technically the amounts paid are non-refundable.

Q: When will the photos and videos be ready?

A: It all takes 8-10 weeks to be ready.

Q: Do you offer any other services or products?

A: Yes we do all types of services and products related to social event videography and photography. Let us know how we can assist you on your next project.

Q: Are you acquainted with my location(s)?

A: After 15 years of wedding experience, we have been at most wedding facilities in the SA area. To be sure, please contact us and we can provide you the details of your location(s). PS: If we haven't been there we'll arrive before to get acquainted with the location(s) or we could also attend the rehearsal if needed.

Q: Do you offer any discounts for non-Saturday weddings or military, etc.?

A: Please check our specials on our website for active discounts based on the season and availability.

Q: What kind of camera equipment do you use?

A: We use the best Canon cameras and lenses. We also use sliders, jibs, quadcopters, and stabilizing units. Our editing systems are state of the art and during events we always carry backup equipment.

Q: Do you travel outside San Antonio?

A: We love doing destination weddings! Please call us to give you more details. Depending on the location we might even provide a discount. In regards to traveling fees closer to home, anything outside SA (loop 1604) we charge \$1 per mile both ways (exclusions apply). If the location is more than a 2 hour drive from SA and if the event ends at 11pm or later we do require a hotel room(s) for the night. We travel to Austin, Houston, Dallas, Corpus, Laredo, very often.

Q: Besides contract and payments, what else do you need?

A: 1) An itinerary or schedule of events with times, locations and event. From pre-ceremony to exit at reception. 2) if you have a non-traditional location(s), always best to include map information or links. 3) music to be used for video. 4) list of special requests for videographers or photographers. As it is, we take pictures and video of everything, but if you want something particular please let us know.

VIDEOGRAPHY F.A.Q.

Q: What's in the video disc and how long is it?

A: It all depends on your package selection and wedding. The options are documentary, highlights and cinematic. The documentary could be anywhere between 60-120 minutes long. It includes the full ceremony and the best moments of the reception. The highlights are 5-10 minutes and the cinematic 10-15 minutes. The max. amount of footage we can include in a blu-ray disc is 120 minutes. The disc has custom menus, chapters and an elegant cover with a small photo insert.

Q: Can I purchase raw or unedited video footage?

A: Unless you are only receiving the highlight video (which has unedited footage included) you will not need the raw footage because the documentary version will include everything worth watching. Of course exclusions apply, so based on the circumstances we could provide the raw footage so please let us know your needs.

Q: What's a Highlights/Cinematic?

A: It's the wedding day summary set to music. Some special audio moments will also be used to enhance the final look. Highlights are 5-10 minutes long. The cinematic version is longer and has more videographers and more gear usage. Average length is 10-15 minutes in duration.

Q: Can we modify our editing style?

A: Yes we can. Please let us know your vision. We strive in providing creative, artistic, fun wedding movies. If there's a sample of a wedding you've seen and liked please send it to us for reference.

Q: What's Online?

A: Once we create your highlight video we will upload it to an online video server. You will also receive a link to post on any social media network like Facebook, etc. The video will be active on Vimeo or YouTube.

PHOTOGRAPHY F.A.Q

Q: What is a special editing?

A: Images that are enhance by applying different creative techniques. These techniques are applied after the wedding. The variety of filters and options are endless. Specialized edits are not to be confused with editing which is a color and brightness adjustment. To view samples please visit our photo gallery.

Q: Can we ask for a special photo request?

A: Yes, please provide list or if possible send picture sample via email at least 2 weeks before the wedding.

Q: Can we provide a list of photos to take?

A: We have a list already, but if you'd feel better providing your own, we'll be happy to do your list.

Q: How many pictures do you take of a wedding?

A: We have no limits on taking pictures. If there's a picture or moment we need to capture, we take it. All weddings are different. Schedules, guest, locations, there are too many variables.

Q: How many pictures do you take of the bridal or engagement?

A: We have no limits on taking pictures. These photo sessions are up to 2 hours in duration and we focus more of our time in making them fun and original. A typical bridal or engagement includes 50-75 images.

Q: Can we choose our bridal or engagement location/how long does it take?

A: Yes you can. Keep in mind, anything outside SA has a traveling fee. Also we recommend taking these images at least 2 months before your wedding, our average turnaround is 5 weeks.