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Division of Learning and Teaching Enhancement

Multimedia Services Agreement

Terms & Conditions 2026

The Division of Learning and Teaching Enhancement (DLTE) provides specialised multimedia production and support services to Stellenbosch University's faculties and staff.

This document has been streamlined to offer a clear outline of DLTE's services as well as the requirements for engaging with us. We encourage clients to familiarise themselves with these terms and conditions prior to submitting a request for either no-cost (funded) or paid (fee-based) deliverables. Accepting the terms and conditions ensures efficient planning, workflow alignment and minimal delay, enabling the smooth execution of the final deliverable.

Please read and understand each of our terms & conditions before proceeding with the application form.

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1. Services on offer

DLTE, as the service provider, offers the following multimedia services to SU staff members, as clients, subject to studio and equipment availability and staff capacity.

1.1 Video production

Video deliverables typically require extended lead times because of the multiple phases involved, including pre-production planning, scheduling, filming and post-production. Timelines will vary depending on deliverable scope, complexity and logistical requirements.

Deliverables involving on-location filming, identifiable individuals or third-party sites require the appropriate documentation. This includes, but is not limited to, location permits, location release forms, and participant (e.g. student) consent and release forms. Unless otherwise agreed, it is the client's responsibility to obtain and provide all required permissions prior to the commencement of production.

Deliverable costs, where applicable, are determined based on the scale, complexity and resource requirements of the production.

1.2 Video editing

Video editing is provided as a standalone service for both DLTE-produced and client-supplied footage (limited to content relating to Stellenbosch University).

The scope of editing may include, but is not limited to, colour correction and grading, aspect ratio adjustments and formatting, subtitle integration, audio enhancement, music licensing (depending on availability) and placement (where applicable) as well as the incorporation of basic motion graphics or creative elements required to produce the agreed deliverable.

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Clients who provide their own footage are responsible for ensuring that all submitted media meet acceptable technical and quality standards, including resolution, audio clarity and overall usability. Footage that does not meet these standards may affect the final output and may require additional post-production work, which could result in additional costs. DLTE reserves the right to decline footage supplied by the client due to either extremely poor quality or based on generally accepted ethical and/or moral standards.

Video editing services are offered according to a fee-based model. Costs are determined based on the scope, complexity and turnaround requirements of each deliverable.

1.3 Graphic design

DLTE provides graphic design services for digital and print deliverables.

Graphic design deliverables generally have shorter turnaround times than other multimedia deliverables. However, timelines remain dependent on the scope, complexity and specific requirements of each deliverable.

Turnaround times will be confirmed during the deliverable initiation phase and are subject to DLTE production capacity and scheduling.

1.4 Voice and audio

DLTE provides a range of audio production services, including voice recording, podcast recording support (recording only; hosting excluded), basic audio post-production, and music integration.

Post-production services may include audio clean-up, level balancing and basic editing to ensure clarity and consistency. DLTE also has access to a licensed music library for background audio, where required.

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Clients who supply their own audio content, including music, are responsible for ensuring that all materials meet acceptable technical standards in terms of quality, format and clarity. Audio that is distorted, incomplete or otherwise unsuitable may be declined, and DLTE is not responsible for correcting fundamentally flawed source material.

All client-supplied audio must comply with applicable copyright and licensing requirements. DLTE reserves the right to reject any unlicensed, infringing or otherwise unsuitable audio, and accepts no liability for its use.

1.5 Multimedia Support

At an added fee, more complex assistance for projects is offered in the form of detailed, technical consultations which can be booked in on the booking system.

This is different to the standard 15 minute briefing call that each client receives per approved booking request.

2. Paid vs no-cost deliverables

DLTE operates as a specialised multimedia production unit and remains committed to assisting Stellenbosch University staff with a range of no-cost multimedia services, where capacity allows.

However, certain deliverables require a significant amount of time, technical expertise and resources. These, therefore, may be subject to cost recovery according to a discounted, structured pricing schedule.

The classification of deliverables as either no-cost or paid depends on their scope, complexity, resource requirements and DLTE's production capacity at the time.

Where budgets are available, priority scheduling for expedited delivery may be considered at DLTE's discretion, subject to feasibility and resource availability.

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Please note that all after-hours and weekend services are offered on a fee basis, subject to availability. 'After-hours' is defined as any time after 17:00.

All external collaboration will be handled on a full-cost basis.

Examples of no-cost vs paid deliverables are as follows:

No-Cost	Paid
Studio recordings	All video editing
Mobile camera recordings, excluding travel costs	Graphic Design
15 Minute briefing call	Multimedia 1 Hour Consultation

3. Application process

Application for multimedia services occurs through sending an enquiry via email, booking your services on the operational system and accepting the multimedia services agreement.

Applications will only be considered once the enquiry form, booking system and Multimedia Services Agreement has been submitted.

All applications will be reviewed. Only fully completed applications will be considered for production.

The DLTE's terms and conditions must be accepted by signing off the service agreement. This applies to both no-cost and paid services.

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Approved requests will be scheduled according to production capacity. A designated multimedia designer or camera technician will initiate contact to confirm deliverable scope and requirements.

Clients are requested to respond to communication within 48 hours. Failure to do so may result in the deliverable being rescheduled.

4. Turnaround times

Turnaround times are determined based on scope, complexity and current production capacity.

Timelines and production requirements vary depending on the nature and complexity of the deliverable. For example, video production projects – which include planning, filming and post-production - require significantly more time and resources than design-based deliverables, such as graphic assets. Multimedia support services, on the other hand, are typically structured to provide more immediate guidance, consultation and technical assistance, where capacity allows.

Clients are required to allow sufficient lead time for all production phases, including pre-production (i.e. planning), production (i.e. development) and post-production (i.e. quality assurance and finalisation).

Expedited requests are not guaranteed and will only be considered at DLTE's discretion. The ability to meet specific deadlines will be assessed on a case-by-case basis.

Timelines will be confirmed upon approval of the request and may be adjusted in the event of scope changes or delays in feedback from the client.

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5. Scope of services

DLTE will provide multimedia services in accordance with the scope defined in the approved quotation, proposal or statement of work. All requests are subject to approval, and are reviewed based on feasibility, resource availability and production capacity. DLTE reserves the right to accept or decline any request that falls outside the scope of its services.

Any requests that exceed the agreed project scope may incur additional costs, subject to prior approval.

The provision of no-cost services is not guaranteed and occurs at DLTE's discretion, depending on available capacity, complexity and the multimedia production schedule at the time.

6. Client responsibilities

Clients are required to maintain clear, consistent and timely communication throughout the production cycle.

Clients must submit a complete and well-defined brief, including all required content and materials. Incomplete or unclear submissions may affect execution, timelines and deliverable quality.

Clients are responsible for ensuring that all submitted materials comply with applicable copyright and licensing requirements. DLTE and Stellenbosch University accept no liability for infringements arising from client-supplied materials and/or content.

Deliverables will only be scheduled once formal approval has been communicated. During production, clients are expected to remain available for consultation, feedback and approvals. Delays in communication may affect timelines and delivery.

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7. Approval and Revisions

Revision allowances are defined by deliverable type. One revision cycle is included at no cost.

Additional revisions may be considered out-of-scope and may incur additional costs.

Upon final approval, the deliverable will be formally signed off and closed. Any further changes, additions and/or new requirements will require the submission of a new request and will be scheduled according to production capacity at the time.

Final approval constitutes acceptance of the deliverable as complete and in line with the agreed scope.

8. Intellectual property

All working files, source assets and production files created by DLTE remain the intellectual property of DLTE, unless otherwise agreed in writing.

Clients retain ownership of all materials, content or working files they provide to DLTE for the purpose of editing, adaptation or consultation.

Final deliverables produced for clients may be used by DLTE for internal, non-commercial purposes, including internal marketing, portfolio development, reporting, and the promotion of multimedia services at Stellenbosch University. Such use will remain within an institutional context and will not be for external commercial purposes without prior consent.

DLTE is not obligated to provide editable source files to clients as part of the final deliverable(s), unless agreed.

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9. Confidentiality

Both parties agree to maintain the confidentiality of any proprietary, sensitive or non-public information shared during the engagement.

Such information may not be disclosed to third parties without prior written consent, unless required by law or institutional policy. This obligation remains in effect after the completion or termination of the deliverable.

10. Cancellation, costs and liability

If a client cancels a deliverable after production has commenced, DLTE reserves the right to apply proportional charges for paid services, based on work completed.

For no-cost services, repeated cancellations without reasonable justification may result in limited access to future services or the levying of a cancellation fee.

All fees paid for services rendered are non-refundable.

DLTE cannot be held liable for indirect, incidental or consequential losses arising from the use of its services. Clients remain responsible for the accuracy of briefs and the final approval of deliverables.

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11. Final declaration

Thank you for taking the time to read thoroughly through the terms and conditions of our Multimedia Services Agreement. Please fill out your details below and click the checkbox as a final agreement to all the terms within this document:

Name and Surname:

SU Staff Username:
(If applicable)

Date of Application:

By submitting a request for DLTE's multimedia services, the client confirms that they have read, understood and accepted all terms and conditions outlined in this document.

The client agrees to be bound by these terms and conditions for the duration of the engagement with DLTE.

I hereby accept all the terms and conditions within this document ☐

NEXT STEPS

Follow these easy steps to complete the application process:

1) Make sure this document is filled out in full.
2) Save the changes (File/Save as...)
3) Attach this document to an email with the Subject: #MMSA_Name_Surname and send it to: **zsuliman@sun.ac.za**

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