

## FAQ and FACT SHEET

### **Do you have a licence?**

For all commercial drone operations you need to have permission from the aviation authority in the country you are in. For example in France we have permission from the DGAC (Direction générale de l'Aviation civile). In order to obtain permission, you will need to satisfy a number of criteria, including the possession of a pilot's licence. We are also required to produce an operations manual, which details how we will conduct our work. It outlines our risk assessments and how we will plan our flights to ensure safe operations. We are able to obtain permission to fly in most countries world-wide with our French authorisation.

### **Do you have insurance?**

Yes, it is a legal requirement and we are covered up to £5,000,000 public liability insurance.

### **Can you fly anywhere?**

We can theoretically fly anywhere as long as we have permission. Looking at aeronautical charts enables us to see if we need to obtain permission. This can take up to 4 weeks so it is important to tell us as soon as possible about any filming plans you have in mind, especially if they are in towns or cities. However, most areas we fly in are not urban areas and therefore do not require permission.

### **How safe are drones?**

Drones are incredibly safe, and have a number of features built-in to ensure peace-of-mind:

- Fail safe – should communication be lost the drone will fly back to its home point and land automatically. This also happens if the battery loses power.
- GPS location – the drone knows to the nearest cm where it is and will remain there if no control signal is received.
- Limits – we can set altitude and distance limits to ensure we are flying within safe airspace.

We undertake a pre-assessment of the location to ensure it is safe to fly. When we are on-site we carry out another safety assessment to check for hazards such as trees, electrical pylons and wires.

### **What types of missions can you fly?**

- GPS tracks – we can set our drones to fly specified paths using GPS guidance. It is like having a cable-cam, but without the cable!
- Circular orbit – our drones can fly a perfect circle automatically keeping the camera facing the centre.
- Follow – we can set a moving target for the drone to follow and focus on automatically. The object must be clearly visible for this to work well.

### **How much do you charge?**

We do have standard day / half day rates (available upon request). However, due to the unique nature of some work we carry out we can provide you with a tailored quotation based on your specific requirements. Email [info@dronealps.com](mailto:info@dronealps.com) for a quote.

### **What information do you need to provide a quote?**

Please contact us at the earliest convenience with the following information:

- Location
- Date
- Type of work required

### **How long can you fly for?**

Our drones use rechargeable batteries and can fly for around 15-20 mins per charge. We have plenty of batteries and charging equipment to enable us to fly all day long, even in the field.

### **What is the quality of the videos & photos you take?**

We use the latest DJI drones, which shoot video up to 6K and take 24MP photos. We can record video in either ProRes, CinemaDNG or MOV/MP4, using a choice of different lenses. Please tell us your filming requirements beforehand.

### **How stable is the camera?**

We use state-of-the-art electronic 3-axis gimbals, which means that even in the most violent of manoeuvres the footage will be steady as a rock. We can even create spectacular aerial timelapses due to the incredible stability of our drones.

### **Can you control the camera angle?**

The pilot has complete control over the camera and where it points. If you choose our premium package then we'll use a dual-controlled drone and can let you (or our gimbal operator) control the camera. In all cases there is a live video stream to the ground which the pilot and camera operator can view. We can control the camera and take photos remotely.

### **Can you view the images live?**

The footage from the drone is streamed live to the ground in high-definition (up to 1080P) for monitoring or broadcasting purposes. Our clients can review the footage immediately and help guide us to achieve the required shots. We can also see information such as battery level, GPS location and height / distance / speed on the monitor.

### **Can you fly in bad weather?**

The biggest issue that prevents us from flying is rain. We can fly in moderate winds without much effect on performance. We closely monitor weather forecasts and will liaise with our clients to choose a suitable filming window. Should we have to postpone for bad weather, we are happy to rearrange filming for another day free of charge.