

Storyphile's Keepsake Hour Gift Certificates

Terms of Purchase

Updated January 2025. © Storyphile.

Thank you for your interest in life story interviews!

This document describes what you can expect when you purchase or receive a Keepsake Hour gift certificate. When you buy a Storyphile gift certificate or agree to be interviewed, you agree to the terms outlined here.

What's in the gift package

When you buy a Storyphile gift certificate, we'll email you a PDF file that includes the following material:

- A gift certificate personalized in the recipient's name
- A list of life story questions the recipient might wish to talk about during their interview
- Storyphile's terms of purchase

You can forward the PDF file directly to your loved one—or print and deliver the material yourself.

What the gift includes

A Storyphile gift certificate grants the recipient a **professional life story interview** conducted by Marie Lesoway. The following materials and services are included:

1. Life story interview questions (delivered in the gift package)
2. The interviewer's time to conduct an in-person interview that will yield approximately 60 recorded minutes
 - Life story interviews are conducted at the gift recipient's home in the Edmonton area. Interviews outside of Edmonton can be arranged for an additional charge.
3. Unedited audio files in MP3 and WAV formats emailed to the gift recipient as a download link within 7 days after the interview
 - Storyphile will forward MP3 and WAV format audio files that can be played on most CD or DVD players or on a computer. MP3 files are small, portable audio files. WAV files are uncompressed, high-quality audio files that can be edited. They are considerably larger than MP3s.

Scheduling

The gift certificate recipient will contact Storyphile to arrange a mutually convenient time to conduct the interview. The recipient and Storyphile will give each other at least 48 hours' notice if we need to change the scheduled interview time.

Who owns the interview

The story of someone's life belongs to the person who is telling it—regardless of who paid for the interview. The gift certificate recipient has sole discretion over how their interview material can be used or disclosed. That person can decide if they wish to share this material, how to share it and with whom.

What happens if the gift recipient doesn't want to be interviewed

Provided that the interview has not yet been scheduled, Storyphile will issue a full gift certificate refund within 30 days of purchase. **No refunds will be issued after 30 days.**

If the original gift recipient does not wish to be interviewed, the purchaser may choose to re-gift the interview to someone else. The purchaser must advise Storyphile in writing (email is fine) if the gift certificate is re-gifted. We'll need the new recipient's name and contact info too. **Re-gifted certificates must be redeemed before the original expiry date.**

Confidentiality

Audio files may be uploaded to third-party apps or to cloud-based services (such as DropBox or WeTransfer). Storyphile will be held harmless from any data breaches that may occur by third-party apps or cloud storage.

Communication

When you buy a Keepsake Hour gift certificate or agree to be interviewed, you agree to receive email communications from Storyphile. We will never share your contact information, and you can unsubscribe from our mailing list at any time.



Your life. Your story.
For the people you love.

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Expiry date for gift certificates

Gift certificates are valid for one year from the date of purchase.