

URBNSURF Clips by Flowstate FAQs

What is Flowstate

Flowstate is a software company that provides an automated videography service at URBNSURF. Flowstate operates the URBNSURF clips functionality on behalf of URBNSURF.

How does it work?

All sessions are filmed, edited and available for purchase within 30 minutes of a session ending. Flowstate uses automated technology to track surfers in the water and then group your waves together using an automated image recognition process.

Where can I purchase the video?

Follow the links on the URBNSURF website or go directly to:

Video.urbnsurf.com

<https://flowstate.zone/pool/urbnsurf-melbourne>

How long will I have to download my videos? Will they expire?

Purchased content currently does not have an expiry - you will be notified if this changes. You can still easily download single waves or a zip of your entire session from the session player experience

Where can I get more information or help?

Please click the 'Help' option within the website / app experience (in the main mobile navigation or in the "menu" that can be accessed by clicking your face in the top right corner

What if there are missing waves or I can't find myself?

Please get in contact using the embedded "help" experience within the menu and the Flowstate team will attempt to track down your waves for you and automatically re-allocate them to your purchased session if additional waves are found.

Can anyone see my video?

You can choose your default video privacy setting when you create your account. All purchases made on Flowstate will then refer to this default setting at the time of purchase. You can choose to make your purchases session private and only accessible to you, or public and viewable by anyone on the flowstate platform. You can change the public/private setting for each session on a case by case basis from within the session player experience within the Flowstate platform. If a video has not been purchased, then only the 1 single preview wave can be viewed.

Can I purchase single waves?

Unfortunately, it's not possible to purchase a single wave video. When you purchase a video, you get your whole session. However, once you've purchased a set, you can manage your videos on a per-wave basis

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How much is it?

Single sessions are \$25.

Multi packs are available in lots of 10, 20, 50 & 100 with a sliding scale of discounting available between 20-50% off.

How can I preview my waves before I purchase

Every session comes with a full 1 wave video preview of your longest wave.

Does it use facial recognition?

Flowstate automated image recognition process takes into account all aspects within the image capture to group the waves together. This incorporates the face, body, wetsuit, surfboard and anything the person may be wearing.

What is being filmed?

Filming is taking place in the lagoon only and does not capture any footage from other areas of the park. Currently this is taking place on the points only, not the bays. (yet)

The cameras are located behind the lifeguard tower and are shooting up the face of the wave.

What if I don't want to be included in the published clips?

Please follow the opt out process displayed at the entrance and the safety briefing area, by going to flowstate.zone/pool/urbnsurf-melbourne/optout

Once you've completed the form you will be required to collect a special rash vest from the lifeguard tower (prior to your surf session).