

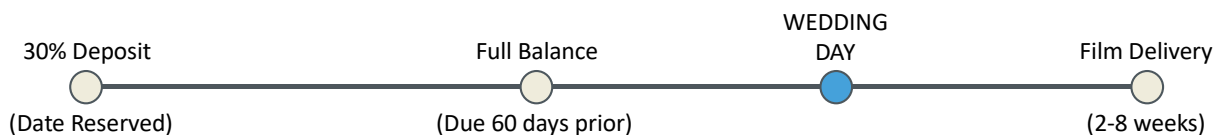
# Terms and Conditions

The following terms and conditions provide a contract to protect both yourself (the client) and Southsnap Media Wedding Videography service trading as 'Forever Captured' wedding films (referred to as the company). Variation of these terms will only be after agreement in writing by both parties.

- Payment of a deposit is considered acceptance of these terms and conditions.

## Deposit and final payment

- A 30% non-refundable deposit is required to secure a booking.
- Payment of the final balance is due no later than 60 days before the wedding day.



## Charges and cancellations

- Total charges will be itemised on the client's invoice.
- Bespoke mileage charges will be calculated per venue and itemised on the client's invoice.
- Accommodation charges may also be added for commissions over 80 miles from Christchurch, Dorset. This will also be itemised on your invoice.

Cancellations by the client must be made in writing (email or letter) and the following charges will apply.

- More than 60 days the non-refundable deposit is retained by the company.
- Less than 60 days the full invoiced amount is retained by the company.

In the unlikely event the company needs to cancel for whatever reason there will be a full refund of all monies already paid and this will be the limit of the company's liability.

- It is strongly recommended that comprehensive wedding insurance is taken out as cancellation charges may be covered by the policy.

## Permissions

- The client is responsible for obtaining permission to film the marriage ceremony and for obtaining permissions for filming at any of the venues on the day and paying any fees if required.
- It is also assumed that all persons attending the wedding have consented to being filmed unless advised otherwise by the client.
- The client must be aware that the company is the only official videographer and any other individuals taking videos will only be permitted after agreement with the company.

## Expectations on the day

- The company will use its professional expertise to operate in a discreet and unobtrusive manner and will work alongside the official photographer with mutual respect.
- As the day progresses, we are not always in control of the setting and any restrictions that may be made on us. This can lead to less than ideal angles that may get obstructed or poor lighting conditions during filming on the day. The company's videographer will endeavour to attempt to lessen the impact of these restrictions but cannot accept responsibility for any footage that is impacted by these restrictions.
- Our videographer(s) will be working long hours and we would ask that food/ refreshments are provided for the videographer. Ideally during the same time as food is provided for the guests as we can remain on site. If food is not to be provided then the company reserves the right to invoice the client for food and refreshments.

## Liabilities

- The company uses professional well-maintained equipment, however, in the event of any mechanical or human error we will only be liable for a reduction of the final payment, at the discretion of the company.
- In the unlikely event of a total video failure, the liability is only limited to a refund of all monies paid by the client.

## Editing and post-production

- The editing and postproduction of the clients wedding films will be carried out by the videographer with as much focus on any artistic styles or specific requirements that have been outlined beforehand. Any music used in the product will be selected by the videographer from a library of fully licenced music to fit the visuals.
- The client is welcome to request certain shots to be included, but all editing will be carried out at the videographer's discretion to ensure the greatest level of quality.
- All editing will be carried out to a high level and as such, could take up to two months after the clients wedding day to be completed. However, every effort will be made to finish the product within a target time of two weeks after the wedding if the videographers schedule permits this.
- Finished work will be either in USB or DVD formats.
- The client must notify the company within seven days of receipt of the final films of any faults in playback. Beyond seven days we will assume that you are satisfied with the final product.

## Alterations and Corrections

- The client accepts that the videographer will only deliver a product that they believe satisfies or exceeds the client's expectations.
- However, if the client is unhappy with any of the content that they have been provided with, they are able to request minor edits (known as an alteration or correction). This request must be sent to the videographer in writing within seven days of the product being received and will be at the discretion of the videographer. Any changes will be subject to a further charge.

## Copyright

- All the raw video, still imagery, files and the finished product is the copyrighted property of the company. The company has the right to exhibit any film, video or imagery covered by this contract for the use of promotional and demonstration purposes on websites, social media or any digital or printed adverts.
- The supplied end footage is produced for the client's private home use. Any duplication requires written consent from the company.
- Final footage is kept for 1 year from the date of the wedding in case additional copies are required. The company, however, is not responsible for the safe keeping of your footage. We are also not responsible if our copy is accidentally lost or deleted during this time.

## Accident and Damage

- The videographer is covered for up to £1M public liability insurance but it is the client's responsibility to communicate (in writing) any requirement to have a higher level of insurance for their chosen venue.

## Drone Videography

- Drone footage, if requested, is an additional charge to the videography service, which will be itemised on the clients' invoice.
- Drones are flown when weather conditions permit, and the drone pilot considers it safe to fly. The company's decision to fly is final and if unable to fly for these reasons a full or partial refund of the drone package will be made.
- It is the clients' responsibility to obtain permission from appropriate authorities for all locations requiring drone footage. The company must be informed of any restrictions at least 30 days before the wedding date.
- The drone pilot is certified to fly by the CAA and complies with all the rules and regulations set by the authority.
- Public liability and insurance details are available to view if required by the venue