

Wedding Content Booking - Terms & Conditions

BOOKING & PAYMENT

- A non-refundable booking fee of £150 and a completed booking form is required to secure a booking. The booking fee is subtracted from the remaining balance.
- Full payment of the remaining balance is required one calendar month before the wedding date, unless agreed otherwise.
- Changes to your package choice are permitted up to seven days before your wedding dates.
*Subject to availability.

ADDITIONAL COSTS, RESTRICTIONS & CANCELLATION POLICY

- We reserve the right to charge travel fees, but we will advise you of this at the time of booking. Travelling to multiple locations (churches, morning prep venues, etc) may require additional travel expenses.
- Cancellations must be in writing (email or letter).
Should, for whatever reason, you have to cancel the booking the following charges will be applicable:
 - more than 90 days before the wedding date the balance will not be chargeable and the non-refundable deposit retained.
 - between 30-90 days before the wedding date 50% of the balance will be chargeable and the non-refundable deposit retained.
 - less than 30 days before the wedding date 75% of the balance is chargeable and the non-refundable deposit retained.
 - Rescheduled weddings will only be accommodated if the new date does not conflict with another booked wedding.
- Heather Bailey reserves the right to terminate this contract at any time for any reasonable cause, e.g. accident or ill health. In this event, all monies paid will be refunded in full.
- If Heather Bailey or the allocated content creator is unable to attend your wedding date for any reasonable cause, another content creator with equivalent experience and equipment may be assigned to cover your wedding instead.
- Inappropriate conduct by any persons on the wedding day, including but not restricted to wedding guests, venue staff, band members, etc. is not tolerated and will result in our content creators leaving your event without notice. Improper physical contact or continuous advances towards our female and male staff is taken very seriously and may result in termination of this contract, and a formal police report.
- In the unlikely event that we are required to cancel a booking due to staffing issues, dangerous driving conditions, camera operator illness, equipment malfunction or any other unforeseen situations, you will be entitled to a full refund of all monies paid which is also the limit of any liability we have. In the event of severe weather making driving dangerous, if we cannot make it to your venue(s), you will be entitled to a full refund of all monies paid. In the event of severe weather where we successfully make it to your venue(s) but the wedding is cancelled (e.g. either by the venue

closing, the wedding party being unable to travel), you will still be charged in full. We strongly recommend to all clients to take out wedding insurance to protect yourself from any losses should a disaster happen.

- Heather Bailey will not be responsible for coverage lost due to access/venue restrictions, and no refund will be offered.
- All formal correspondence regarding your booking should be via email. Due to the nature of the business, we often work unsociable hours and aren't always available to take calls or reply instantly to emails and messages, especially during the weekend; please consider this if you've not heard back from us immediately.
- Samples of your day will be showcased on our social media and website. If you wish to sign an NDA please contact me for a quote.

COVID-19 POLICY

- In the event that you're required to postpone your wedding due to Covid-19 government restrictions or any pandemic/climate change related restrictions, we will endeavour to accommodate a new wedding date. A postponement fee of £150 will be required to move your booking. Travel expenses may be applied for alternative venues. New bookings are subject to availability.
- If we are unavailable on your new rescheduled date, we will commission one of our trusted content creators to capture your day in our absence. However, the edit and main storytelling of your day will still, of course, be done by Heather.
- If you decide against the above option, you can cancel your booking, but my terms and conditions will apply including the retention of your nonrefundable booking fee.

SHOOTING YOUR WEDDING DAY

- All filming and photography will be captured on an iPhone (14pro or above) and that the quality of the images are limited to the capabilities of the equipment. While the photos/videos can make up a beautiful story of your day, a content creator is not a substitute for a professional photographer/videographer.
- It is the client's responsibility to inform Heather Bailey of all the venue locations, including post-codes (and directions, if necessary), and a full itinerary for the day, 14 days before the wedding date.
- We use our professional expertise and discretion to ensure that significant parts of the day are captured. Unfortunately, we cannot guarantee that we will be able to capture every aspect of the day as photography/filming takes place 'live'. We retain the artistic licence.
- We make every effort to produce a quality photographs/film and ensure all our equipment is of the highest quality and regularly maintained. We employ several backup strategies, however; we cannot be held responsible for any lighting, sound or interference issues caused by circumstances beyond our control. This includes camera/equipment failure, adverse lighting, noise issues and restrictions imposed by venues.
- We make every effort to arrive at locations on time, but we cannot be held responsible for lateness or non-attendance caused by circumstances beyond our control such as traffic delays, severe weather conditions, unexpected illness/incapacity, accident, technical, camera or equipment failure. In such cases, we will contact you as soon as possible to discuss alternative arrangements.

- The client is solely responsible for the quality of the final product resulting from the obstruction of filming/photography or damage to the equipment caused by any guests and any other participants of the wedding.
- We aim to be as discreet as possible during the day and work alongside the official photographers/videographers. We follow the events of the day as they happen and therefore, are not in control of the setting. This may lead to some images being in high shadow/contrast, or partial/temporary obstruction of subjects being filmed or issues of low/mumbled/no sound. We are happy for you to pass on our contact details to the photographer so we can liaise with them in advance.
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- We do not usually photograph/film during the wedding breakfast (dinner).

EDITING & FINAL PRODUCT

- Music for your teaser film can be chosen by you. If I do not received a music option one will be chosen for you.
- We aim to have copies of your final film and photo files within 24-48 hours. However, this maybe be subject to delay for reasons of illness, public holidays, etc.
- All photo/video masters and raw footage remain the exclusive property of Heather Bailey. The edited master material may be retained but cannot be guaranteed, so it is advised that you download all your film and photo files.