

PRE-WED / ENGAGEMENT / PROPOSAL SHOOT – 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 2 weeks before the agreed shoot date, unless agreed otherwise. Payment details are available via our online booking form. Please note: Due to the recent scams in the industry we no longer accept cheques, Amex or Paypal.
- Changes to your package choice are permitted up to seven days before your shoot date. *Subject to availability.
- All formal correspondence regarding your booking should be via email to heatherbailey.co@gmail.com. Office hours are typically Tuesday to Thursday 8 am – 4 pm although this does vary throughout the year. 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.

ADDITIONAL COSTS, RESTRICTIONS & CANCELLATION POLICY

- There are no travel charges within 5 miles of Bristol City or Bath City. We reserve the right to charge travel fees outside these areas, but we will advise you of this at the time of booking. We pay parking costs under £5 (total) but any further charges combined during your shoot day will be charged back to the client.
- Filming/photographing above the agreed coverage maybe charged at an hourly rate of £150 per hour. Additional edits or re-edits maybe charged at an hourly rate of £100 per hour.
- It is your responsibility to obtain any permissions, and pay any fees required to all non-public venues/locations. Heather Bailey will not be responsible for coverage lost due to access/venue restrictions, and no refund will be offered.
- 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.
- In the unlikely event that we are required to cancel a booking due to staffing issues, dangerous driving conditions, acts of God, 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.
- 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 14 days prior to the shoot date the non-refundable booking fee retained
 - less than 14 days prior to the shoot date the full balance will be chargeable and the non-refundable booking fee retained.Rescheduled shoots will only be accommodated if the new date does not conflict with another booking.

YOUR SHOOT DAY

- It is the client's responsibility to inform Heather Bailey the venue locations, including post-codes (and directions, if necessary) prior to the shoot date.
- Unfortunately, we cannot guarantee that we will be able to capture every aspect of the live proposal as photography/filming takes place 'live'. In the event that moments are missed we can recreated them during the allowed shoot time. We retain the artistic licence.

- The photographers/videographers will shoot according to the couples confidence level indicated on the booking form and therefore cannot guarantee the outcome of your photos and the likeliness they will be same as what you see on our website.
- 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 for sound and vision, 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.
- We aim to be as discreet as possible during a live proposal shoot but cannot ensure we do not reveal ourselves as our priority is to capture the 'moment' live.

EDITING & FINAL PRODUCT

- We aim to have copies of your final gallery uploaded to a viewing gallery within 60 days of your shoot day. This is only a guide as a quality product is important for both you and us. You will be notified after your shoot of an estimated delivery date.
- Once you have received your email link to your preview gallery, you have seven days to view and approve the photos/video. Should any changes be requested, you must email us the details. If we do not hear from you within seven days, we will despatch the video "as is". After the seven days you agree that changes to your photo/film are chargeable at a rate of £100 per hour after.
- You must notify us within seven days of receipt of your final wedding USB Stick/Album etc. any faults, playback issues or missing content. If we do not hear from you within seven days, we will assume you are happy with the item(s) provided and any future corrections or changes will be chargeable.
- All photo/video masters and raw footage remain the exclusive property of Heather Bailey. No form of copying, reproduction or public display is permitted without prior consent from Heather Bailey. The edited master material may be retained but cannot be guaranteed, so it is advised that your purchase additional copies of your photo/film.
- Back up copies are kept for 1 calendar year.
- Once you have received your photos/film we would like to include snippets on our website (and or social media) to show to any prospective client who may wish to see a sample of our work. If you would like us to keep your film private, please put in a written request in the notes section of the booking form.