

The following terms and conditions are set out to help all parties be aware of and clear about the services provided for their wedding day and the responsibilities of all parties involved. Weddings are filmed as they happen with no retakes normally possible. It is this spontaneity that makes them so special and memorable.

The booking form and these terms and conditions, form an integral part of the booking contract and there will be no variation unless accepted in writing by both parties.

DEPOSIT/PAYMENT

A non-refundable deposit of £25 is required to secure a booking.

Full payment of the remaining balance is required 30 days before the wedding date.

Deposits are strictly non-refundable.

CANCELLATION

All 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 30 days before the wedding date the balance will not be chargeable and the non-refundable deposit retained.
- Less than 30 days before the wedding date the full balance is chargeable and the non-refundable deposit retained.

Should, for whatever reason, we need to cancel there will be a full refund of all monies paid which is the limit of any liability on the part of Alchemist Design & Film.

FILMING

It is your responsibility to obtain any permissions, licences and pay any fees to any venues/locations or entertainers/musicians performing, where filming will take place (if applicable).

Unless you advise us otherwise, we will assume all persons attending the wedding have consented to being filmed.

We respect the wishes and regulations of anyone officiating at the wedding ceremony which may limit where we position cameras and other equipment. There may be other restrictions such as a limit to movement around the venue or certain parts of the ceremony which we are not allowed to film.

We make every effort to produce a quality film and ensure all our equipment is of the highest quality and regular maintained. We employ several back-up strategies for sound and vision however, we cannot be held responsible for any lighting, sound or interference issues caused by circumstances outside our control. This includes camera/equipment failure, adverse lighting, noise issues and restrictions imposed by venues.

We use our professional expertise and discretion to ensure that significant parts of the day are recorded. Unfortunately, we cannot guarantee that we will be able to record every aspect of the day as filming takes place 'live'. We retain artistic licence.

FILMING (CONTINUED)

We make every effort to ensure all areas as requested in your booking form are covered and this is an integral part of the contract.

We make every effort to arrive at locations on time but we cannot be held responsible for lateness or non-attendance caused by circumstances outside our control such as traffic delays, severe weather conditions, unforeseen illness/incapacity, accident, technical, camera or equipment failure. In such circumstances we will contact you as soon as possible to discuss alternative arrangements.

We make every effort to be as discreet as possible during the day and work alongside your photographer. 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 may be unable to take footage if the official photographer is not willing to allow filming when they are working.

We do not usually film during the wedding breakfast and whilst we will not join the reception guests we would ask that refreshments are provided for the videographer(s) during this time. In this way we can remain on site.

Whilst we aim to film as much as possible during the day, we cannot guarantee a minimum amount of footage that will be taken on the day or a minimum length for a couple's film, this is due to the 'live-event' nature of the day and the unique structure of each individual wedding.

DRONE FILMING

Drone footage is only available in packages stated.

Drones cannot fly in strong winds or any kind of rain. We will endeavour to try and launch the drone at some point in the day if the usual timings, such as the drinks reception, are made impossible due to bad weather. We will keep a close eye on the forecast and will let you know 48 hours before the wedding day if it looks like we are unable to fly. Drone footage costs are non-refundable.

It is the couple's responsibility to obtain permissions from the venue. We are of course happy to liaise with them if they wish to see our CAA permission, public liability or insurance details. Please do bear in mind that even with all of these documents in place, some venues will still not allow any drones to be flown. Some venues may also be in "no-fly" zones, it is your responsibility to check prior to the day.

We will comply with all rules and regulations set out by the CAA to ensure safe flying at all times, including but not limited to safe distances from all people and buildings and the drone cannot fly directly overhead of a mass group of people for safety reasons.

If for any reason we feel that it is unsafe to fly on the day, our decision is final.

Filming will take place usually during part of the wedding breakfast and also shots will be taken of the venue at a suitable time. If any other shots are requested, we must be made aware of this before the wedding day.

HEALTH AND SAFETY

We will work with Health and Safety issues in mind and reserve the right not to film in dangerous or unsafe situations.

EDITING

If there is any particular music you would like to be included in your film please let us know before your wedding day. We will advise you if there are any issues with your choice (copyright etc.). If no specific music is requested we will choose appropriate music.

We aim to have a copy of the final film available for you within 90 days of your wedding day. However, this is only a guide as a quality product is important for both us and you.

You must notify us in writing (email or letter) within 7 days of receipt of the final USB/digitally delivered final film of any faults or playback issues and we will make every reasonable attempt to resolve them. Should we not hear from you within 7 days we will assume you are happy with the final product.

All editing decisions are to the videographer's discretion. We advise couples to watch examples of our work online at alchemistdesigns.co.uk to familiarise themselves with our style of work. We will of course do our utmost to include suggestions and ideas from couples, providing these are made in writing and before the wedding day, however, we cannot guarantee that they will be included other than those expressly requested in the booking form.

All main wedding films, regardless of package, are edited in the 'short-form' style and again couples are advised to read the information on the website (alchemistdesigns.co.uk) to familiarise themselves with this style. Clear details of contents of each package are shown on the website and will be confirmed at the time of booking.

Alchemist Design & Film retains copyright of all materials recorded by them and it is not our policy to offer the raw footage to couples or third parties.

We understand and respect that some edits may be needed after the initial first cut and we are happy to edit an acceptable amount. All other re-edits or any additional changes will be charged at the rate of £75.00 per hour of editing time.

PROMOTIONAL MATERIAL

Alchemist Design & Film retain copyright of all material recorded by them.

We reserve the right to display all, or part of, the film produced for you online and/or via social media.

LIABILITY

In the unlikely event of complete equipment failure or other circumstances outside our control which means we are unable to film your wedding you will receive a full refund. We will not be liable for any further damages.

Alchemist Design & Film operate with the cover of a £12m Public Liability insurance policy.

DATA RETENTION

Whilst we will never delete any footage entirely, we make no guarantees to retain any files or footage for any longer than 30 days after receipt of the final product has been confirmed. Any additions or changes required should thusly be handled within this time period. The 30 days is flexible if notified that additional time is required.

It is the responsibility of the client to ensure suitable backups are made of the delivered final products.

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