



Terms and Conditions

In this document we provide terms and conditions in three sections.

Section 1 Wedding Videography.

Pages 2 – 5

Section 2 Wedding Photography.

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Section 3 Combined Packages.

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**Circumvents sections (Payments and Prices) and (Cancellations and Changes)
in pages 2 to 10**

Health and Safety.

All equipment supplied and used will comply with either UK or European standards. A generic risk assessment will be produced for the event, however due to the nature of the event not all eventualities can be assumed to be covered. In the event a representative of Complete Film is working outside the scope of the risk assessment, this is done at their own risk.

Any requests by the Client, guests, venue staff or others for Complete Film representatives to work outside the scope of the risk assessment, can be declined. The Complete Film representative has the final say on any matters outside the scope of the risk assessment and their word is final. In declining with good reason no financial penalty can be incurred.

Public Liability Insurance.

Complete Film will provide and be covered by public liability insurance. This is to protect to operations and/or staff working at your wedding. The venue, guests, venue staff and others who maybe affected by some operational factors of Complete Film will therefore be covered.

Client Insurance.

It is advisable that you the client seek insurance for your event.

Notice: Complete Film may decide to provide additional staff and / or equipment for your Wedding Videography / Photography. This is done at no extra cost to you the client and is based on staff availability and locational restrictions. Staff maybe in the form of fully qualified personnel or assistance a professionals.



Complete Film Wedding Videography Terms and Conditions

The Videographer/s shall be the professional videographer/s retained by the client for the purpose of the wedding video / DVD. Family and friends of the Client are encouraged to photograph and video the wedding or reception as long as they do not interfere with the videographer/s duties.

1. Copyright:

The 1988 Copyright Act assigns the copyright of the images to the videographer/s or Complete Film. It is contrary to the Act and therefore illegal, to copy images, or allow them to be copied, by any means or by any person or machine other than by Complete Film or their appointed agent. Full copyright remains the property of Complete Film, unlimited, world-wide copyright on all video footage taken and will be supplied on DVD. (Section 4e applies)

You the client understand that Complete Films does not archive any of the material used in creating its clients DVD / Blu-rays. Once Complete Film have finished the production, all bills are paid and the client has accepted the finished product. (Section 9 applies) Complete Film will return the recorded footage from the day. Display rights detailed below still apply.

2. Display:

The Clients hereby allow the Videographer/s or Complete Film to display any images covered by this contract and to generally promote the business by means of advertising, publicity material, websites, exhibitions, competitions, magazine articles, and other such media, providing that the images are used lawfully and without damage to the clients. Images placed in password protected galleries within the website are not available to the general public in the normal course of events. However it may not always be possible to prevent determined persons from accessing these galleries.

3. License and Coverage:

a) The videographer/s shall be granted artistic license in relation to footage recorded and the camera positioning at the locations used. Every effort will be made to comply with the Clients requirements, however the videographer/s judgement regarding the location and quantity of footage taken shall be deemed correct.

b) It is the sole responsibility of the Client to secure permission of the venue (examples include, but are not limited to, churches, synagogues, concert halls, courtrooms, etc.) to set-up video equipment and record video with or without flash / lighting. Retainer and moneys paid are non-refundable if facility prohibit the ability to record video.

c) For bookings involving a church ceremony or at certain other venues, videographer/s movements are sometimes restricted by the minister or official in charge: Filming parts or even all of the ceremony may be restricted or prohibited, as may artificial lighting. The videographer/s and therefore Complete Film cannot accept responsibility for limited coverage in such cases.

d) Whilst the videographer shall endeavour to fulfil all the Clients requirements, he /she cannot be held responsible for non-availability of subjects or adverse conditions which may delay the progress of proceedings, preventing the coverage of certain specified shots.

e) Dangerous locations: Should Complete Film's videographer/s be unable to leave equipment, or locate themselves in a position whilst not endangering the operator, guests or equipment at any venue then they reserve the right to refuse any location offered. If this is through no fault of Complete Films no refunds are liable.

Health and safety and common sense over rules any statements made. The Complete Film representative, videographer/s has the final say in any such matter.

f) Weather: In exceptional weather. conditions, including, rain, snow, high winds video recording at the event in the rain or other inclement weather such as would damage Complete Films video equipment. If weather conditions prohibit videotaping the event either in part or in whole and arrangements have not been made to move event indoors, retainer and moneys paid are non-refundable.

g) Interference: Complete Film or Videographer/s will abide by all rules of the facility and/or directions of staff (if applicable) and/or facility coordinator(s) in regard to camera set-up and will not be held responsible for absence of certain shots due to such rules and/or directions, or due to interference by wedding guests or vendors, including the photographer. Client acknowledges that videography requires reasonable lighting and that production may be compromised due to low or poor light levels. In certain low light situations, we may suggest the use of a professional camera-mounted light as approved by the Client.

h) Background music: Due to music and Copyright laws licences are required to record music whilst it is being played. Therefore any music recorded will be removed at the editing stage, unless agreement is made between Complete Film and the Client. If the music is requested to be used or kept this will require investigation as License costs are based on type of music used. Complete Film will order all suitable licences on your / the clients behalf. This is done at cost plus a small administration charge. (Section 5f applies)

4. Image Reproduction:

a) Due to compression, sensors and editing it is sometimes impossible to record on to camera / tape / hard disc the exact colour of materials as perceived by the human eye. When editing images, the editor will endeavour to achieve a pleasing overall colour balance based on natural flesh tones.

b) Product Durability: DVDs / Blu-ray's supplied are produced to the highest standards using the best quality materials and latest processing techniques. However, damage can be sustained by such items and over time failure to play in total or particularly can happen. Complete Film cannot accept any responsibility for this gradual image deterioration. (Note: We recommend regular re-generation of material, copyright permitting. For personal use only)

c) Due to the limitations of computer monitors and TV screens it is understood that images on DVD / Blu-ray may appear differently according to the specification of each screen and that images may not match images rendered on any other particular screen.

d) Where images are made available for use with a personal computer these will be created with Adobe PhotoShop on Apple Mac computer products. Products may not function on other operating systems.

e) All materials, including but not limited to tape, hard disc, DVD / Blu-ray proofs, digital files and previews shall be the exclusive property of Complete Film. Where images are made available for use on DVD, all images will be presented in RAW or JPEG formats, all reasonable steps will be made so the client can view the DVD / Blu-ray. DVD / Blu-ray discs may not play on all players, Complete Film are not liable for any costs or changes involved in the resolution of this issue. In the event a player will not play Complete Film may decide, at their discretion to attempt to resolve the issue.

5. Delivery:

a) A Provisional DVD will be completed and ready for deliver within days 28 to 42 of the shoot date. Complete Film retains the rights to the footage recorded.

b) Because any one part of the video project is different in its natural length, Complete Films cannot guarantee the specific length of the DVD / Blu-ray, but will work towards the optimum 45 – 60 Minutes. Complete Film will supply three copies of this product as part of the package.

c) Complete Film will supply a 4-6 minute approximate DVD of Highlights. (one copy)

d) All other footage (rushes) will be returned on DVD / Blu-rays. This will be un-edited but with chapters. DVD / Blu-ray play conditions apply.

e) Re-edits Technical errors will be corrected free of charge. Client-requested changes to their video will be charged at the prevailing daily edit rate. Complete Film will supply you with a preliminary edit for you to check before the final copy/copies are made. A charge will be made to correct any errors reported after the final copy is supplied and the 14 days has passed. You must confirm changes in writing.

f) Music Choice (up to 4 songs). Any particular music chosen by the client for the edited video has to be supplied 30 days prior to the filming of the event. If no music choice is selected complete film will choose the music and a charge will be made for subsequent changes. Any changes to the edited video will be charged at the daily rate. There is a licence fee for the use of commercial music included on DVD / Blu-rays. If you opt not to pay this fee you accept responsibility for the payment and clearance of music used and absolve from breaking any copyright laws.

6. Force Majeure:

a) Whilst every care is taken, this contract is subject to alteration or cancellation by Complete Film owing to any cause/s beyond reasonable control, i.e Act of God, Fire, War, Illness, etc. If the videographer/s cannot perform this Agreement and has consulted with the client about alternative arrangements then Complete Film shall return the deposit to the Client but shall have no further liability with respect to the Agreement.

b) In the event the videographer fails to perform for any other reason, Complete Film shall not be liable for any amount in excess of the retail value of the Client's order.

c) Liability: Care is taken at every stage of the videography process, in the event of a camera failure (one spare is carried) on location, operator error, material failure, or process machine failure, electrical failure Complete Film does not take responsibility for any losses, incurred as a result of any such failure, beyond a partial refund for part of the affected part of the package, or full refund if entire failure.

d) Re-shooting: Client will be charged 100 percent fee's or part of if agreed by Complete Film, plus expenses for any required re-shooting. This is subject to all the terms and conditions of the wedding videography Contract (available on request).

7. Payment and Prices:

a) A non-refundable deposit of £200 is required to secure Complete Film's Videography services for the day, with the balance (for the basic package) due 60 days prior to the event. Payment can be made Via cheque or Bankers draft or paypal. (Fees apply to paypal payment)

b) Upgraded packages are payable at time of ordering; prices agreed at time of booking will be guaranteed.

c) Blu-ray packages must be requested when first booking. Reprint prices are subject to change without notice.

d) Return journeys in excess of 75 miles attract a mileage charge of 40p per mile. Overnight accommodation may be required for weddings over 100 miles away.

8. Cancellations or Changes:

a) In the event of cancellation of the wedding videography by Complete Film, or in the highly unlikely event of total equipment failure, or on-set of severe illness or other reasons for lack of event total coverage (not including, partial coverage), Complete Film's liability shall be limited to a full refund of any deposits, or part of and fees paid. Re-shoots may be arranged if practicable, but Complete Film are not responsible for any further costs. In the event of partial coverage (at the fault of Complete Film or Videographer) an hourly sum will be deducted and refunded from the total paid for the services provided. This is based on the importance of that period missed of the day.

b) Complete Film will endeavour to contact other videographer/s in the unlikely event that they are unable to attend the booking. Complete Film may substitute another videographer/s to take the footage only in the event of videographer/s illness or some other such reason. In the event of such a substitution, Complete Film warrants that the Videographer/s taking the footage shall be a competent. However it may prove difficult or impossible to find a skilled replacement at short notice. In the event a replacement can be found any additional costs over and above the full contract value, is liable to be paid by the client. Should a change in videographer/s be required due to circumstance the client will be made aware as soon as reasonably possible.

If the Clients should have to cancel a booking the following cancellation fees will become due immediately:

* The Clients are entitled to a full refund of the £200 deposit if they withdraw within 14 days of booking.

The booking deposit of £200 will be forfeited on cancellations made after 14 days, up until 4 months prior to the wedding.

* Cancellation less than 90 days before the wedding will result in the full payment of the contract price. All cancellations must be in writing. Weddings that are postponed to a later date will retain the fee as long as Complete Film can re-schedule for the new date and time. There will be no charge for optional extras, if a cancellation is made.

* Where Complete Film is able to rebook the date with an equivalent booking, the cancellation fee will be reduced to the non-refundable deposit only and any additional cancellation fees already paid will be refunded accordingly.

* In the event of postponement, then at the discretion of Complete Film, and subject to availability, monies other than the booking fee may be applied to the new wedding. It is essential to inform Complete Film in writing as soon as possible of any changes of venue, times, or contact details etc.

* Any alterations made to the booking by the Clients once details have been confirmed may only be made at the discretion of Complete Film. If unable to accommodate alternative arrangements (such as the change of ceremony date or venue) Complete Film is not liable to compensate the client(s) in any way whatsoever.

The above is based on a loss of revenue for the agreed date. Under such circumstances that Complete Film find alternative work on said date, that an amount of refund will be made available. This is based on time spent finding the alternative. Any refund is at the discretion of Complete Film.

9. Complaints or dissatisfaction:

Although we hope this is not the case, any complaints should first be raised by the Client with Complete Film or Videographer/s in writing within 14 days from the date of receipt of the DVD / Blu-ray. In the unlikely event of an unresolved complaint the Client may request that The Institute of Videography mediate. Contact Details: The Institute of Videography, PO Box 625, Loughton IG10 3GZ. In referring a complaint to them, Complete Film agree to comply with their decision which will also be binding on you the Client.

10. Videographer requirements (Over 4 hours):

Due to timings of weddings, it is usual that service providers such as videographer/s do not get the opportunity to gain sustenance, (food and drink). It is part of your contract as the client, that you the client give provisions and ample time for the service provider to gain such sustenance. The videographer/s will not expect to eat with the guests, but will require that arrangements are made for hot meals of at least 2 courses per person. This is to be provided with no less than two soft drinks per person.

These arrangements should be made in ample time and should be specified prior to the day. This is done so that on the clients wedding day, they the client are not interrupted with such a trivial matter. If suitable arrangements are not made, food and refreshments will be purchased and charged to you prior to delivery of your DVD.

11. Privacy Policy

All data that is entered into our forms and submitted will not be given to any other company or third-party. Information is for Complete Film's use only.

12. Terms and Conditions:

The terms and conditions of this contract supersede any and all expressed or implied terms and conditions of client's purchase order, voucher or check (payment). Any exceptions of terms and conditions must be negotiated and stated herein as amendment(s). Client's signature constitutes a binding contract.

Note: All the above terms and conditions apply to videography packages only. With combined Wedding Videography and Photography packages only Sections 1 / 2 / 3 / 4 / 5 / 6 / 9 / 10 / 11 and 12 from this part of the photographic T&Cs apply. For combined wedding videography and photography packages Section 7 (Payments and Prices) and sections 8(Cancellations or Changes) are amended in sub section.

End of Videography - Terms and Conditions

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Complete Film Wedding Photography Terms and Conditions

*The Photographer shall be the exclusive professional photographer retained by the client for the purpose of photographing the wedding. Family and friends of the Client are encouraged to photograph the wedding or reception as long as they do not interfere with the Photographer's duties and **do not** photograph poses arranged by the Photographer.*

Copyright:

The 1988 Copyright Act assigns the copyright of the images to the photographer. It is contrary to the Act and therefore illegal, to copy these images, or allow them to be copied, by any means photographic, computer based, internet or otherwise, by any person or machine other than by the photographer or his appointed agent. Full copyright remains the property of Complete Film, unlimited, world-wide copyright on all photographs supplied. (Section 4f applies)

2. Display:

The Clients hereby allow the photographer to display any images covered by this contract and to generally promote the business by means of advertising, publicity material, websites, exhibitions, competitions, magazine articles, and other such media, providing that the images are used lawfully and without damage to the clients. Images placed in password protected galleries within the website are not available to the general public in the normal course of events. However it may not always be possible to prevent determined persons from accessing these galleries.

3. License and Coverage:

- a) The photographer shall be granted artistic license in relation to the poses photographed and the locations used. Although every effort will be made to comply with the Clients' requirements, the photographer's judgement regarding the location, poses and number of photographs taken shall be deemed correct.
- b) For bookings involving a church ceremony or at certain other venues, photographers' movements are sometimes restricted by the minister or official in charge: photographing parts or even all of the ceremony may be restricted or prohibited, as may artificial lighting. The photographer cannot accept responsibility for limited coverage in such cases.
- c) Whilst the photographer shall endeavour to fulfil all the Clients' requirements, he cannot be held responsible for non-availability of subjects or adverse conditions which may delay the progress of proceedings, preventing the coverage of certain specified shots.
- d) Blinking: Should the photographer notice that a member of the wedding party or guest has been seen to blink, where possible the photograph will be taken again. It is however impossible to guarantee to see all attendees. If noticed after the event this issue can be addressed. Computer software has made it possible to 'open' eyes. We offer a 25% discount on the cost of such work. Each photograph needs to be quoted separately. Please contact Complete Film for prices.
- e) Weather: In exceptional weather conditions, including, rain, snow, high winds photography outside at the event will not be possible and would be stopped as to prevent damage to Complete Films photographic equipment. If weather conditions prohibit photography the event either in part or in whole and arrangements have not been made to move the event indoors, Complete Film will retain any moneys paid and the total package price is non-refundable.
- f) Re-shoots: Client will be charged 100 percent fee and expenses for any required re-shoot requested by the client, and be subject to all the terms and conditions of the Assignment Photography Contract (available on request).

4. Image Reproduction:

- a) Owing to photo-chromatic anomalies caused by a combination of certain dyes and materials, it is sometimes impossible to record on camera the exact colour of materials as perceived by the human eye. When processing images, the photographer will endeavour to achieve a pleasing overall colour balance based on natural flesh tones.

b) It is understood that some colours may not remain consistent throughout a set of photographs owing to variations in lighting conditions. It is also understood that all photographic printing is undertaken within the technical limitations of the process and that colour may not be identical over the whole range within a subject. The colour balance of prints made at different times or in varying sizes may also be variable.

c) Image Durability: All the photographs supplied are produced to the highest standards using the best quality materials and latest processing techniques. However, all colour photographs will, in time, fade. This is particularly true if they are left in bright sunlight and are not behind glass. Complete Film / the Photographer cannot accept any responsibility for this gradual image deterioration.

d) Due to the limitations of computer monitors it is understood that images may appear differently according to the specification of each monitor and that prints will not match images rendered on any particular computer monitor.

e) Where images are made available for use with a personal computer these will be created with Adobe PhotoShop on Apple Mac computer products. Products may not function on other operating systems.

f) All photographic materials, including but not limited to negatives, transparencies, proofs, digital files, DVD's (including RAW, Tiff, JPEG), and previews shall be the exclusive property of Complete Film and the Photographer. Where images are made available for use on DVD, all images will be presented in RAW or JPEG formats, all reasonable steps will be made so the client can view the images. DVD discs may not play on DVD players and software maybe required by the client to view Raw images. Complete Film are not liable to supply such software.

g) Image Manipulation: Image manipulation is only available on album packages and is limited to the addition of colour onto black and white photographs, together with some soft edge photographs.

h) All printing and presentation sizes quoted are approximate and subject to the discretion of the photographers.

5. Force Majeure:

a) Whilst every care is taken, this contract is subject to alteration or cancellation by the photographer owing to any cause/s beyond reasonable control, i.e Act of God, Fire, War, Illness, etc. If the Photographer cannot perform this Agreement and has consulted with the client about alternative arrangements then the Photographer shall return the deposit to the Client but shall have no further liability with respect to the Agreement.

In the event the Photographer fails to perform for any other reason, the Photographer shall not be liable for any amount in excess of the retail value of the Client's order.

Liability: Care is taken at every stage of the photographic process, in the event of a camera failure on location, operator error, material failure, or process machine failure, Complete Films do not take responsibility for any losses, incurred as a result of any such failure, beyond a partial refund for part of the affected part of the package, or full refund of for entire failure.

6. Payment and Prices:

A non-refundable deposit of £200 is required to secure the photographer's services for the day, with the balance (for the basic package) due 60 days prior to the event. Payment can be made Via cheque or Bankers draft or paypal. (Fees apply to paypal payment)

b) Upgraded album packages are payable at time of ordering; prices agreed at time of booking will be guaranteed.

c) Print or DVD image packages must be requested when first booking.

d) Reprint prices are subject to change without notice.

e) Return journeys in excess of 75 miles attract a mileage charge of 40p per mile. Overnight accommodation may be required for weddings over 100 miles away.

7. Cancellations or Changes:

a) In the event of cancellation by the photographer, or in the highly unlikely event of total photographic failure, the photographer's liability shall be limited to a full refund of any deposits and fees paid. Re-shoots may be arranged if practicable, but the photographer will not be responsible for any further costs.

CONTINUED ON NEXT PAGE

b) The photographer will endeavour to contact other photographers in the unlikely event that they are unable to attend the booking. The Photographer may substitute another photographer to take the photographs only in the event of Photographer's illness or some other such reason. In the event of such substitution, Photographer warrants that the photographer taking the photographs shall be a competent professional.

However it may prove difficult or impossible to find a skilled replacement photographer at short notice. In the event a replacement can be found any additional costs over and above the full photography contract price are liable to be paid by the client. Should a change in photographer be required due to circumstance the client will be made aware as soon as reasonably possible.

c) If the Clients should have to cancel a booking the following cancellation fees will become due immediately. The Clients are entitled to a full refund of the £200 deposit if they withdraw within 14 days of booking.

* The booking deposit of £200 will be forfeited on cancellations made after 14 days, up until 4 months prior to the wedding.

* Cancellation less than 90 days before the wedding will result in the payment in full. All cancellations must be in writing. Weddings that are postponed to a later date will retain the fee as long as the photographer can re-schedule for the new date and time. There will be no charge for optional extras.

* Where the photographer is able to rebook the date with an equivalent booking, the cancellation fee will be reduced to the non-refundable deposit only and any additional cancellation fees already paid will be refunded accordingly.

* In the event of postponement, then at the discretion of the Photography, and subject to availability, monies other than the booking fee may be applied to the new wedding. It is essential to inform the photographer as soon as possible of any changes of venue, times, or contact details etc.

* Any alterations made to the booking by the Clients once details have been confirmed may only be made at the discretion of the photographer. If unable to accommodate alternative arrangements (such as the change of ceremony date or venue) the photographer is not liable to compensate the client(s) in any way whatsoever.

8. Complaints or dissatisfaction:

Although we hope this is not the case, any complaints should first be raised by the Client with the Complete Film or Photographer/s in writing within 14 days from the date of receipt of images. In the unlikely event of an unresolved complaint the Client may request the Society of Wedding and Portrait Photographers to mediate but only on the basis that its decision shall be final and binding upon both parties.

9. Photographer requirements (Over 4 hours):

Due to timings of weddings, it is usual that service providers such as photographers do not get the opportunity to gain sustenance, (food and drink). It is part of your contract as the client, that you the client give provisions and ample time for the service provider to gain such sustenance. The photographer/s will not expect to eat with the guests, but will require that arrangements are made for hot meals of at least 2 courses per person. This is to be provided with no less than two soft drinks per person.

These arrangements should be made in ample time and should be specified prior to the day. This is done so that on the clients wedding day, they the client are not interrupted with such a trivial matter. If suitable arrangements are not made, food and refreshments will be purchased and charged to you prior to delivery of your DVD.

10. Privacy Policy

All data that is entered into our forms and submitted will not be given to any other company or third-party. Information is for Complete Film's use only.

11. Terms and Conditions:

The terms and conditions of this contract supersede any and all expressed or implied terms and conditions of client's purchase order, voucher or check (payment). Any exceptions of terms and conditions must be negotiated and stated herein as amendment(s). Client's signature constitutes a binding contract.

All the above terms and conditions apply to photographic packages only. With combined Wedding Videography and Photography packages only Sections 1 / 2 / 3 / 4 / 5 / 8 / 9 / 10 and 11 from this part of the photographic T&Cs apply. For combined wedding videography and photography packages Section 6 (Payments and Prices) and sections 7(Cancellations or Changes) are amended in sub section.

End of Photography - Terms and Conditions

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Wedding Videography and Photography Package Terms and Conditions

The terms and conditions on these two pages relate to combined Videography and Photography packages. The two sections relate to payment, cancellations or changes. These superseded any terms and conditions relating to those sections on pages 4,5, 8 and 9 in the event of a combined package.

1. Payment and Prices:

a) A non-refundable deposit of £200 per-element Videography and Photography is required to secure the combined services for the day, totalling £400.00. With the balance Package due 60 days prior to the event. Complete Film have the right to use discretion in this matter. Complete Films may allow the payment of £200.00 deposit to cover both parts of the package (both deposits) at the initial booking stage. This is done as good will and at the discretion of Complete Film.

Terms relating to the separate deposits will come into effect if any one part of the total booking for services is cancelled. Should the Client cancel one part of the total booking prior to the 90 day exclusion period the client is liable for the costs of the package used, plus the additional £200.00 deposit for the part of the package cancelled.

Should a single part of the package be cancelled less than 90 days before the event, the total costs for the package will be due. Any additions / options to the package will however be refunded.

Payment can be made Via cheque, bankers draft or paypal. (Fees apply to paypal payment)

Photography

- b) Upgraded album packages are payable at time of ordering; prices agreed at time of booking will be guaranteed.
- c) Print or DVD image packages must be requested when first booking.
- d) Reprint prices are subject to change without notice.

Videography

- e) Blu-ray packages must be requested when first booking. Reprint prices are subject to change without notice.

Combined elements.

- f) Upgraded packages are payable at time of ordering; prices agreed at time of booking will be guaranteed.
- g) Return journeys in excess of 75 miles attract a mileage charge of 40p per mile. Overnight accommodation may be required for weddings over 100 miles away.

2. Cancellations or Changes:

a) In the event of cancellation of the wedding videography by Complete Film, or in the highly unlikely event of total equipment failure, or on-set of severe illness or other reasons for lack of event total coverage (not including, partial coverage), Complete Film's liability shall be limited to a full refund of any deposits, or part of and fees paid.

Re-shoots may be arranged if practicable, but Complete Film are not responsible for any further costs. In the event of partial coverage (at the fault of Complete Film or representatives) an hourly sum will be deducted and refunded from the total paid for the services provided. This is based on the importance of that period missed of the day.

b) Complete Film will endeavour to contact other professionals for Videography and/or Photography in the unlikely event that they are unable to attend the booking. Complete Film may substitute another professional to take the footage / photographs only in the event of illness or some other such reason. In the event of such a substitution, Complete Film warrants that the professional taking the footage / photographs shall be competent.

However it may prove difficult or impossible to find a skilled replacement at short notice. In the event a replacement can be found any additional costs over and above the full contract value, is liable to be paid by the client. Should a change in videographer/s be required due to circumstance the client will be made aware as soon as reasonably possible.

If the Clients should have to cancel a booking the following cancellation fees will become due immediately.

* The Clients are entitled to a full refund of the £200 or £400 deposit if they withdraw within 14 days of booking.

The booking deposit of £200 or £400 will be forfeited on cancellations made after 14 days, up until 4 months prior to the wedding.

*Cancellation less than 90 days before the wedding will result in the full payment of the contract price per part. All cancellations must be in writing. Weddings that are postponed to a later date will retain the fee as long as Complete Film can re-schedule for the new date and time. There will be no charge for optional extras, if a cancellation is made.

*Where Complete Film is able to rebook the date with an equivalent booking, the cancellation fee will be reduced to the non-refundable deposit only and any additional cancellation fees already paid will be refunded accordingly.

*In the event of postponement, then at the discretion of Complete Film, and subject to availability, monies other than the booking fee may be applied to the new wedding. It is essential to inform Complete Film in writing as soon as possible of any changes of venue, times, or contact details etc.

*Any alterations made to the booking by the Clients once details have been confirmed may only be made at the discretion of Complete Film. If unable to accommodate alternative arrangements (such as the change of ceremony date or venue) Complete Film is not liable to compensate the client(s) in any way whatsoever.

See Payments and Prices for additional terms.

The above is based on a loss of revenue for the agreed date. Under such circumstances that Complete Film find alternative work on said date, that an amount of refund will be made available. This is based on time spent finding the alternative. Any refund is at the discretion of Complete Film.