

# Northhill Video Productions

## TERMS AND CONDITIONS

Last updated on 25<sup>th</sup>. January 2024

*If you are unhappy with any aspect of this agreement please contact us without delay*

### 1. Our work

We agree to video record and/or take photographs at your event and then edit the material to create media as determined by the package(s) you choose. Prior to or during the event you may inform us of subjects which you would like recorded but the final content is at our discretion. Whilst we will make every effort to cover all of the important features of your day circumstances can prevent us from so doing and coverage of every aspect cannot be guaranteed. Our video service is an end - to - end service and unless this is specifically requested as a paid optional extra we do not offer a Preview stage but use our objectivity, experience and knowledge of the recorded material to produce as pleasing an end - product as we can. You have critically viewed samples of our work and grant us full editorial and production control regarding all aspects of the production and post - production services for the event.

### 2. If things go wrong

The performance of this contract is subject to alteration or cancellation by us owing to any cause beyond our control, including illness. In the event of total failure of the equipment or ancillary accessories, or cancellation of the contract by us due to causes beyond our control, liability shall be limited to a full refund of all monies paid for the service(s) affected. This limitation on liability shall also apply in the event that images are lost through equipment malfunction, the mail or otherwise lost or damaged without fault on our part. In the event that we fail to perform for any other reason, such as illness, we shall not be liable for any amount in excess of any amounts paid to us in respect of the service affected.

### 3. If you don't like what we do : Video

We have an extremely high satisfaction rating but very occasionally a client may not like aspects of their wedding video. Corrections to video can involve many hours of machine and operator time as well as any media, printing and postage costs. They may also delay the projects of other Clients. If a Client insists on changes after delivery of the final video media we will make every effort to improve the video in line with the Client's wishes but at our sole discretion may make a charge for this service. If you wish to exercise more control over elements of the final product you should add our **Preview Service**. An exception to this would be where we have made a mistake, - a misspelling in the titling for example, which we will correct without charge.

### 4. If you don't like what we do : Still Photography

As with video, very occasionally a client may not like aspects of their wedding photography. We shall be granted artistic licence in relation to the poses photographed, the location used and digital retouching. Our photographers' judgement regarding the locations, poses and number of photographs taken shall be deemed to be correct. All photograph and image sizes are nominal. The Photographer will provide a pleasing colour balance but cannot guarantee exact colour matching. In the case of part mono/part colour images, the colours used will be subject to the photographer's artistic interpretation and will be deemed to be correct.

## 5. Media

We store the files required for video editing for three months from the date of recording. Beyond this time only files required for creating extra disc media are kept due to pressure of space. We retain editorial control over the selection of material for inclusion in the final edit in order to ensure that the material we distribute meets our quality standards. Specifically, we do not provide uncut material to our clients.

## 6. Disc Media

As of August 2022 we no longer routinely produce videos on disc media.

If we agree exceptionally with a client to produce DVD or BluRay discs you should be aware that this is done using a technology suited to small runs. These discs are not always compatible with players belonging to our clients - especially older devices - even when these will still play mass produced films. Whilst we will make every effort to help you if you have difficulty with this issue we are not responsible for such incompatibilities as they are the result of technical limitations which are beyond our control. We are unable to produce UHD ['4K'] disc media as this requires proprietary technology to which we do not have access.

## 7. Production Time

The edited product(s) will be available at the latest 6 weeks after the date of recording (but usually much sooner).

## 8. Operator Refreshments

It is a condition of booking that refreshments be provided for our staff at the reception: this is to ensure that no important part of the proceedings is missed. The timing of the refreshments should not coincide with features of the day which demand our presence, such as the Speeches. The refreshments do not, of course, have to be of the same standard as the guests' meals and our operators do not require any special dietary provision.

## 9. Parking

Our videographers are not as mobile as our still photographers and carry considerably more equipment than they do. For this reason we would ask that you look into the possibility of making exceptional parking arrangements for us at each of your venues.

## 10. Permission to record

It is the customer's responsibility to ensure that permission has been obtained for the wedding to be videorecorded and/or photographed in a Church or any other venue. We will respect any restrictions venues may place upon us and are not responsible for the results of limitations affecting such things as camera placement placed upon us by those in charge of venues. **See also the section on 'Drone Use' below.**

## 11. Payment

A non - refundable deposit of £150 must be paid by you at the time of booking to secure your date. The balance of our fee must be paid **before** the date of the wedding. Payments should be made by B.A.C.S. transfer: our bank details are shown on our Web site.

## 12. Cancellation

If you cancel your reservation you will forfeit your deposit unless official measures, such as those seen during the Covid19 pandemic, make it impossible for your event to proceed. If, however, we are able to rebook your date we will refund it. If you later change your mind about the cancellation and your date is still available we will reinstate your booking without further charge.

## 13. Streamed Events

If asked to do so we will attempt to stream as well as video record your event. For wedding videos this is likely to include only the Ceremony. Prior to or during the event you may inform us of subjects which you would like recorded but the final content is at our discretion. We cannot guarantee success in streaming as this depends on the availability of internet connectivity which can vary without notice. If a charge is made for streaming and this cannot go ahead we will refund that portion of our fee. Streamed camera movement may be erratic where our primary mission is to produce good recordings.

## 14. Drone Use

If asked to do so we will attempt to take drone footage of your venue(s) and some footage of outdoor events such as the photography. **Permission must be obtained from the venue management for the use of a drone.** We are bound by CAA rules which prevent drone use in some areas: for example, we cannot normally fly within 5 Km of an airport. Weather conditions such as wind and rain can also prevent drone use.

## 15. Clips Used In Our Demonstrations or Advertising

You will have viewed samples of our work in order to be able to decide to engage us. Similarly we may use parts of the recordings and photography produced for your event on our website or in our advertising in order to demonstrate our work to other customers. If there are parts of your event which for any reason you do not wish to be shown publicly you should make us aware of these.