



REWIND MEMORIES

TERMS AND CONDITIONS

A signed contract and a deposit are required to reserve Rewind Memories Ltd for the dates and times of the Event. The client must state the date(s), timing(s) and address for the event. The contract must be signed by the client themselves and must provide proof of ID at the time otherwise the contract is not valid.

The deposit will be the first instalment payment and equal to 20% of the total price. All prices quoted are excluding VAT. VAT will be charged at 20%. A second instalment equal to 80% of the total price will be due on the first day of the Event. Staff will not be sent out until payment is received. Deposits must be paid at the time of signing the contract otherwise the booking is not confirmed. The Client has 14 days after paying the deposit to cancel and get a full refund. After the 14 days, if the client cancels the production of the Event, the deposit is non-refundable and shall be liquidated damages to company. Under no circumstance will the deposit be refunded, this includes but is not limited to death, cancelled event or act of God. **If the event is cancelled and we receive 1 months' notice we will charge a fee. For events cancelled with less than one month's notice a fee of £250 will be charged for each day.**

The client is solely responsible for securing permission from the site owner/operators for use of the production site as well as authority for Rewind Memories Ltd to set up all necessary production equipment. It is understood that the quality of the production is dependent upon adequate lighting, camera/microphone positions and other conditions not under the control of Rewind Memories Ltd.

Rewind Memories Ltd is not responsible for poor audio if the groom does not agree to wear a lapel microphone, dark or grainy video resulting from inadequate lighting or the refusal of the client to allow camera-top lighting at the reception, or electrical or mechanical malfunctions on location that are beyond our control.

The agreement of the service to perform is subject to proven detention by sudden illness, accidents, acts of God, or any other legitimate condition beyond the control of Rewind Memories Ltd. Every reasonable attempt will be made to secure a backup videographer in such an unlikely event.

Rewind Memories Ltd will establish an arrival time for the Event date with the client prior to that date and remain on duty for the number of hours included in the package. Coverage hours included in the package are for the Event date only and must be consecutive. This block of time includes set-up and tear-down of equipment, transportation between venues and meal breaks. If additional hours are required these can be added on the day however, will be charged at £75 per hour per each staff.

Rewind Memories Ltd reserves the right to discontinue videotaping in any situation (e.g. rain, extreme temperatures, humidity and hazardous locations) that could put the safety of the videographer or equipment at risk.

Because Rewind Memories Ltd is generally on the same schedule as the bride and groom, the client agrees to provide Rewind Memories Ltd with a reasonable meal during the time that the bride and groom are served at the reception, minimum of 30 minutes, if this meal is provided out of view of the reception activities, Rewind Memories Ltd cannot guarantee that any events occurring during the videographer's absence will be captured.

Exclusive Rights – It is understood that Rewind Memories Ltd is the exclusive official videographer and photographer retained to perform all services requested on this contract. This gives the

REWIND MEMORIES



REWIND MEMORIES

Company the right to ask guests to put down their cameras while we are filming. Display rights: in signing this contract, the customer is acting as agents for all members of the party and guests and grants Rewind Memories Ltd all rights for display, broadcast, exhibition and promotion and advertising use of all images produced under this contract. All video masters and raw footage remain the exclusive property of Rewind Memories Ltd. Trailer footage and music is chosen by Rewind Memories Ltd not the client. If the client would like the raw footage of the event this is available at an additional charge of £250 and the client must provide a hard drive. Rewind Memories Ltd is not responsible for any material in the raw footage that may be offensive to the client.

Additional Hour of Coverage – If selected as an add-on, Rewind Memories Ltd will include the additional coverage time when establishing arrival and departure times with the client for the event date. Additional hours must be consecutive with the block of hours already included with the package.

USB – the final product including video and photos will be delivered on one USB stick. Additional USBs can be obtained at £25 each. We do not provide any DVDs or Blue rays and these cannot be purchased from us. The only options are USB or online gallery view.

Delivery and final product – the customer is welcome to pick up their video(s) and photo(s) in person or they can have them delivered to them, postage paid. Please note that the post-production of video editing takes up to 8 – 10 months to complete from the day you provide the music list. Without the music list we will not start work on editing. Any delay to obtaining the music list will extend the time taken to receive the final product. Once the film is edited, we will upload onto a USB and provide to the address specified in the contract. The client may make up to 5 changes after receiving the USB. If any changes are needed on the video, this may take up to 8-10 weeks. Once the changes are done, we will send you an online link which can be downloaded and saved. Any additional changes after this will be charged at £10 for each change. Photos are received within 12 weeks from the last day of the event.

Rewind Memories Ltd reserves the right to not to answer or respond immediately to any calls, messages or emails. We will aim to respond within a reasonable time however, please expect delays during wedding seasons.

Safety: Rewind Memories Ltd reserves the right to terminate coverage and leave the location of the Event if the photographer from the Company experiences inappropriate, threatening, hostile or offensive behaviour from person(s) at the Event; or in the event that the safety of the photographer from the Company is in question.

Travel expenses: All travel expenses are based on the distance between the Event location(s) and the Company studio address. For all Events within Birmingham, no mileage is charged. For all events outside of Birmingham, the distance from the office to the venue (including round trip) will be charged at £0.80 per mile.

Responsibilities: Rewind Memories Ltd is not responsible for compromised coverage due to causes beyond the control of the Company including but not limited to obtrusive guests, lateness of the Client or guests, weather conditions, schedule complications, incorrect addresses provided to us, rendering of decorations, or restrictions of the locations. Rewind Memories Ltd is not responsible for backgrounds or lighting conditions which may negatively impact or restrict the photo coverage. The Company is not held liable for missed coverage of any part of the Event, The Company will not be held accountable for failure to deliver images of any individuals or any objects at the Event.

REWIND MEMORIES



REWIND MEMORIES

Permits: The Client is responsible for acquiring all permits and necessary permission for all locations on which Rewind Memories Ltd will be performing services. This includes paying for any parking required at the location.

Capture and delivery: Rewind Memories Ltd is not liable to deliver every image taken at the event. The determination of images delivered to the Client is left to the discretion of the Company. The company is not reliable for any fixtures and fittings in the background that are in the photos or video.

REWIND MEMORIES

Mobile: 07726492276 | Email: info@rewindmemories.co.uk | Website: www.rewindmemories.co.uk
Address: 205 Kings Road, Tyseley, B11 2AA, Birmingham