

# Northhill Video Productions

## TERMS AND CONDITIONS – STREAMED EVENTS

Last updated on 2<sup>nd</sup>. September, 2020

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

### 1. Our work

We agree to attempt to stream and videorecord your event. 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. 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 and the inability to send video images via the Internet. 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.

Specifically in the event that circumstances at your venue(s), such as the technical inability to upload images to the Internet, prevent us from streaming live, we will provide you with a recording of the event as soon as practicable thereafter.

### 3. 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 current operators do not require any special dietary provision.

### 4. Parking

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

### 5. Permission to record

It is the customer's responsibility to ensure that permission has been obtained for the wedding to be streamed and videorecorded 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.

## **6. Payments**

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 event. Payments can be made by card, PayPal or B.A.C.S. transfer: there is a dedicated page for this on our Web site.

## **7. Cancellation**

If you cancel your reservation you will forfeit your deposit **unless official measures, such as 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.