



Terms and Conditions

These are the terms and conditions by which you agree and are bound by when booking IvoryAndGold.com ("The Company").

1. Payment

A non-refundable 10% booking fee is due on booking in order to secure the date. The remainder of the payment is due no later than 4 weeks before the wedding. "The Company" reserves the right to cancel a booking failing payment within the specified time. *Please make every effort to secure parking for us close to the venues.*

2. Cancellation

The full payment for bookings cancelled within one month of the date of the wedding is non-refundable. For bookings cancelled more than one month before the date of the wedding, the 10% booking fee will be retained by "The Company", but no further payment will be required. "The Company" cannot accept responsibility or provide a refund if cancellation is caused by reasons of force majeure e.g. weather, natural disaster, strikes, riot, war, terrorist, civil commotion, floods and Act of God. *We encourage our clients to take out separate wedding insurance.*

3. Refunds

A full refund will be issued in the unlikely event that "The Company" cancels the booking for reasons other than those specified above in the cancellation paragraph. In such a case "The Company" agrees to try to find a suitable replacement, but is in no way obligated to negotiate a same or similar rate with the third party. "The Company" will act in good faith to try and resolve any complaints about our service but accepts a maximum liability of a full refund of the agreed package only, and only in cases where full payment has already been received. This is the maximum compensation payable by "The Company" in the case of any claims against us.

4. Technical

"The Company" uses professional digital equipment and undertakes to ensure that all equipment is fully functional, both on the booked date and in post production. The client understands that technical glitches can occur and will not hold "The Company" liable for these. Examples of technical glitches are, but are not limited to, loss of power, memory card jams, loss of footage, breakages caused by guests of the client, camera failures etc. In all cases "The Company" will react quickly to rectify the situation.

5. Film Stock – Footage

"The Company" footage is copyright and as such cannot be duplicated for sale or otherwise. "The Company" reserves the right to use footage for the purpose of promoting its services to other third parties in the form of video and still images both on the internet and DVD.

6. Delivery of DVD

"The Company" aim to send you your completed wedding DVD within 6 weeks from the wedding date. This is not a guarantee. Furthermore, during particularly busy periods e.g. June- September, this may be extended to up to 8 weeks. "The Company" will, however, inform you if we feel that your DVD may not be ready within the stated 6 weeks. Your DVD will be posted using 1st Class Royal Mail service, postage will be paid by "The Company". Alternatively the DVD can be collected at an arranged time and day.



7. Creative

The desired style of your wedding film will be discussed with you at your pre-wedding meeting. This is your opportunity to voice any likes/dislikes in creative style. We will endeavour to film and produce your wedding DVD based on the information you provide. However, "The Company" reserves the right to the final word on the content and creative output.

8. Errors/Changes

Any errors or defects on the DVD supplied, which we accept as our fault, will be remedied free of charge where possible. We reserve the right to refuse this service should we believe that the damage has been caused by the client. Footage omitted on the day cannot be rectified. Spelling errors or omissions, which we accept as our fault, on the final DVD must be detailed in writing to "The Company" no later than 10 days from receipt of the finished article. **Editing will begin while you are on honeymoon, therefore any special requests (including choice of music) must be given before or on the wedding day and NO LATER.** Requested changes (by the client) in the edit will incur a fixed hourly fee based on "The Company's" current price list. A copy of our current price list can be provided on request.

9. General

The client agrees to ensure that he/she has been granted permission for "The Company" to film on any premises requiring such permission. This includes churches. The client cannot hold "The Company" liable for a venue refusing to allow filming during any part of the day. The client agrees to provide the film crew with suitable refreshments during the day when the following packages are booked, Ceremony Plus Pack, All Day Pack and All Day Plus Pack.

All clients will need to send a non-refundable 10% booking fee, together with the completed and signed Booking Form, to "The Company" before any date can be held and agreement entered into by "The Company".

By signing the Booking Form the client agrees to the Terms and Conditions of "The Company".