



Cloud Nine Films

Terms and Conditions

These are the terms and conditions of Cloud Nine Films. We can only agree to create a wedding film for you if you accept them in full. You accept the terms and conditions once we have received your booking deposit.

1. We can only hold a provisional booking for seven days. A £100 booking deposit is required within these seven days to reserve your wedding date.
2. The final balance is due six weeks before the date of your wedding.
3. Payments may be made by bank transfer or by cheque.
4. If you cancel your booking within fourteen days, we will refund your £100 deposit. After fourteen days your deposit is non-refundable. All cancellations must be in writing via email.
5. If in the unlikely event we have to cancel filming your wedding we will give you as much notice as possible and will refund you what you have paid us - our maximum liability will be limited to this amount. We shall not be liable for indirect or consequential loss.
6. You are responsible for obtaining permission in advance from the licensed marriage venue officials to film your ceremony. If officials limit or prevent us from filming your wedding you will not be entitled to any refund.
7. We will abide by the rules of the licensed marriage venue regarding film equipment placement at the ceremony.
8. We will do our best to meet your wedding film requirements, however, you accept that we need to make professional decisions and it may not always be possible to fulfil all of your requirements.
9. We will take the utmost care in the production of your wedding film. However, if when filming your wedding any of our equipment malfunctions or we unknowingly use defective materials, our maximum liability will be limited to what you have paid us.

10. We will not put our health and safety or our video equipment at risk and should such a situation arise for whatever reason we will stop filming. While we will take all reasonable steps to restart filming as soon as possible you will not be entitled to any refund.
11. A meal and beverages must be provided for both videographers if attendance exceeds over 5 hours.
12. If you want us to change part of your film or trailer after you have received it we will advise you of our charges for doing so before carrying out the work.
13. If we should make a mistake in your film or trailer you need to let us know within 10 days. We will rectify any mistakes we are responsible for free of charge. We will not retain copies of your wedding film after 30 days from supplying it to you.
14. We will not provide you with the raw footage of your wedding film.
15. We retain copyright ownership of your wedding film and trailer and reserve the right to use portions of it for promotional or other business purposes.
16. We will store securely any personal information you provide to us and will not share it with anybody else or any other business.
17. Under any and all circumstances our maximum liability is limited to refunding you what you have paid us.

We recommend that you download and save a copy of our terms and conditions for your records.