

Armstrong Films – Terms & Conditions

1. Agreement

By confirming a booking with **Armstrong Films**, the Client acknowledges that they have read, understood, and agreed to these Terms & Conditions.

Armstrong Films reserves the right to update pricing, packages, and Terms & Conditions at any time. The version in effect at the time of booking shall apply.

2. Booking Fee

A non-refundable booking fee ranging between **£200 – £600** is required to secure your wedding date.

This fee reflects the reservation of your date and associated administrative costs. No booking is confirmed until the booking fee has been received in cleared funds.

For destination weddings, the booking fee may vary depending on location, travel requirements, and accommodation.

3. Payments

All payments made to Armstrong Films are non-refundable.

The remaining balance must be paid in full no later than **55 days prior to the event date**. Failure to do so may result in cancellation of services and forfeiture of all monies paid.

We aim to be in contact in the lead-up to your wedding; however, if you have not heard from us within **48 hours of your event**, it is the Client's responsibility to make contact.

4. Coverage Time & Additional Hours

All bookings, regardless of package, are based on a coverage period of approximately **8–9 consecutive hours** on the wedding day.

Should coverage extend beyond this timeframe, additional hours will be charged at a rate of **£100 per hour**.

Additional time may be requested in advance or on the day, subject to availability. Armstrong Films reserves the right to decline extended coverage where it is not reasonably possible.

5. Cancellations & Date Changes

All cancellations must be confirmed in writing via email.

- In the event of cancellation by the Client, all monies paid will be retained.
- Requests to change the event date will be considered subject to availability and are not guaranteed.

In the unlikely event that Armstrong Films is unable to fulfil the booking due to circumstances beyond reasonable control, all monies paid will be refunded in full. This shall constitute the Company's full liability.

6. Attendance & Force Majeure

If Armstrong Films is unable to attend due to circumstances beyond its control (including but not limited to illness, injury, accident, acts of God, travel disruption, or government restrictions), liability is limited to a full refund of all monies paid.

Armstrong Films shall not be liable for any indirect or consequential losses.

7. Coverage & Event Conditions

Weddings are live events, and while every effort is made to capture your day to the highest standard, certain factors remain outside of our control.

These may include:

- Venue or officiant restrictions
- Lighting and weather conditions
- Guest interference or supplier limitations

Armstrong Films will not be held responsible for any limitations in coverage resulting from such conditions.

8. Creative Approach & Artistic Licence

Armstrong Films specialises in a natural, candid, and storytelling style across both photography and videography.

By booking, the Client acknowledges:

- Full creative discretion is granted to Armstrong Films
- Editing style, shot selection, and final delivery are at our professional judgement
- Not all moments or requested shots can be guaranteed

We always aim to consider requests made in advance, but their inclusion cannot be assured.

9. Copyright & Usage

All photographs, video footage, and final edits remain the copyright of **Armstrong Films**.

Armstrong Films reserves the right to use any content for:

- Portfolio display
- Marketing and advertising
- Social media and promotional use
- Competitions and exhibitions

If you prefer your content to remain private, this must be requested in writing prior to the wedding.

10. Storage

All final edited files will be securely stored for **6 months** from the wedding date.

After this period, Armstrong Films reserves the right to permanently delete files without liability. Clients are strongly advised to back up all delivered content.

11. Drone Photography & Videography

Drone services are subject to:

- Weather conditions
- Airspace restrictions
- Safety assessments on the day

Armstrong Films is fully licensed and insured; however, drone usage cannot be guaranteed and may be withdrawn at any time without liability if deemed unsafe or restricted.

12. Venue Regulations & Permissions

It is the Client's responsibility to ensure that all venues, officiants, and relevant parties are aware of and permit photography and videography.

Armstrong Films is not liable for:

- Restrictions imposed by venues or officials
 - Limitations caused by other suppliers
 - Inability to capture certain moments due to external factors
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13. Destination Weddings

For destination bookings:

- Armstrong Films aims to arrive **24–48 hours prior** to the event, where possible
- We are not liable for travel delays, cancellations, or disruptions beyond our control
- Flights may be booked upon receipt of the booking fee

The Client agrees to:

- Provide a meal for the team on the wedding day
 - Supply all relevant information regarding locations, permissions, and legal requirements in advance
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14. Final Deliverables

Armstrong Films offers a range of packages, and deliverables will vary according to the package selected.

- No fixed length is guaranteed for any film or edit
- Content is delivered based on the coverage, events of the day, and creative direction

We will always produce your final images and films to the highest possible standard using the material available.

Music selection will be considered where requested, though final decisions remain at our discretion.

15. Delivery Timeframes

Our typical delivery timeframe is **10–14 weeks** following the wedding date.

During peak periods, delivery may take longer, and clients will be kept informed where applicable.

Any technical issues must be reported within **7 days of delivery**, after which we cannot guarantee corrections.

16. Complaints

Any concerns must be submitted in writing within **21 days** of the issue arising.

We kindly request the opportunity to address any concerns directly before they are shared publicly.

Failure to do so may affect the ability of Armstrong Films to offer goodwill resolutions.

17. Limitation of Liability

To the fullest extent permitted by law, Armstrong Films' liability is limited to the total amount paid by the Client.

We shall not be liable for:

- Missed moments
- Differences in artistic interpretation
- Indirect or consequential losses