

Terms and conditions of booking

- 1.1 Bookings are accepted on the terms and conditions set out herein. No conditions may be added, omitted or altered unless we have agreed it in writing with you.
- 1.2 Any addition omission or alteration that we may agree does not affect any other term or condition.
- 1.3 When you sign the booking form, you will be deemed to have read and accepted these terms and conditions
- 1.4 You specifically confirm to us that the information that you have provided in the booking form (and any other forms) is true and accurate in all respects

Payment Conditions

- 2.1 Once a booking has been accepted you must immediately pay the deposit that we have agreed. Until we have received the deposit (and if by cheque, that cheque has cleared) we will not be liable to carry out any of our obligations.
- 2.2 You must pay to us the balance of the Price (shown on the booking form) in full (and if by cheque that cheque must have cleared) at least 21 days before the date when the event is to take place. If we do not receive payment or your payment is returned unpaid for any reason we will not have any liability to you, and we shall be entitled, in our absolute discretion, to retain the whole or part of the deposit.
- 2.4 If you cancel this booking:
 - (1) more than 90 days before the date of the event then the deposit will be forfeited, but no further sum is payable by you,
 - (2) within 90 days of the date of the event a sum amounting to 50 per cent of the Price is payable by you,
 - (3) within 30 days of the date of the event a sum amounting to 95 per cent of the Price is payable by you,
- 2.5 Any cancellation must be notified to us in writing addressed to us at the address shown in the booking form.

Restrictions on our liability to you. (Please note this section is important and should be carefully read by you since it limits your rights. Please ask us if you need any further clarification).

- 3.1 We will make every reasonable effort to secure a replacement cameraman if for any reason the cameraman is unable to carry out the engagement. In those circumstances however, our liability to you is limited to making a refund of the sums that you have paid us in respect of the booking.
- 3.2 Although we make every reasonable effort to ensure that all the equipment we use for your event is in perfect working order, if a problem with the equipment should arise our liability to you is limited to making a refund of the sums that you have paid us in respect of the booking. In the event of a part of the event being recorded we will in that case return a fair proportion of the Price.
- 3.3 Although we will use every reasonable effort to record significant parts of the event (including any part of the ceremony) the decision as to what is comprised in the recording is in our absolute discretion. We can give no assurance that we will successfully record any particular aspect of the event (even though you may have asked us to do so), and any failure by us to capture any particular aspect of the event or failure does not give you any right to refuse to pay the Price or obtain a refund.
- 3.4 We do not exclude our liability to you for any death or personal injury or damage to property that may have been caused by our negligence or that of any our employees
- 3.6 We will carry out services with all reasonable care and skill. You accept that any other warranty or legal obligation on our part or placed upon us by any legislation (such as the Supply of Goods and Services Act 1982 and the Sale of Goods Act 1993) or arising under common law is excluded in so far as it possible to do so.
- 3.7 Although these exclusions or limitations may appear to be comprehensive you agree that it is fair and reasonable for us to limit our liability. This is because if we were to accept additional liability we would need to insure against that liability or loss which will then increase our prices. You accept that you understand this and agree that it is reasonable to us to limit our liability in this way.

Ownership of the Master Tape and copyright

- 4.1 The master tape remains our property. Copyright in the master tape is vested in us. This means that:
 - (1) we reserve the right to dispose of the master tape in our absolute discretion.
 - (2) we do not accept liability in relation to any loss of and/or damage to the master tape.
 - (3) neither you nor any one on your behalf are allowed to make any copies of any tapes, disks or other recorded media unless we have agreed in writing that you may do so. Please note that the copying of tapes without our consent is a breach of copyright for which you may be liable in damages
- 4.2 Master DVDs are kept for a period of one year.
- 4.3 We reserve the right after you have received your copy of the DVD, to show the DVD or part of it to any prospective client who may wish to see a sample of our work, or to enter the DVD into competitions or use extracts for promotional or special interest films.
- 4.4 We confirm that we will comply with the provisions of the Data Protection Act 1998 in relation to your personal data. Please note that we shall be entitled to assume unless you inform us otherwise prior to the event that all persons attending the event have consented to being recorded on the DVD.

Extras

5. If you ask us to provide any extra services after you have signed the Booking form these may be subject to additional payments which we will agree with you. Those extra services will, if accepted by us, be carried out on the basis of these terms and conditions.

Consents

6. Please note that it is your responsibility to obtain the consent from the owners of the Church or other venue where the Event is being held and all other persons involved in the event, such as any person conducting the ceremony, the choir, organist and other musicians to record the event before it takes place and to pay any fees charged by them. If you fail to do so, this may mean that we are unable to record the ceremony or the Event or release the tape to you until that consent (which is required for copyright reasons) has been obtained.

Schedule and Quality Control

- 7.1 We will try to agree a schedule of contents of the recording with you. Please note that the contents of that schedule does not form part of our agreement with you.
- 7.2 Once your DVD has been delivered we will only accept minor changes to the recording unless there has been a genuine error by us in the films content. We will be happy to make larger changes (if the material recorded permits) but these may incur additional studio fees and DVD authoring fees.. Any requests must be notified to us in writing within 3 weeks of the DVD being sent to you. If you do notify us within that period you must also tell us your requirements in as much detail as possible. If we do not receive any requests within that period we shall be entitled to assume that you are satisfied with the DVD and we will then be under no further obligation to accept any changes, unless we agree.
- 7.3 We will use all reasonable efforts to deal with any complaint promptly and if it is something that is justified and we can remedy, we will do so. If we do not consider your complaint to be valid then we will tell you promptly. Failing agreement any dispute will be referred to an independent arbitrator whose decision shall be final and binding. Each party will be responsible for their own costs in connection with any arbitration.

Definitions

8. In these terms and conditions
"us" and "our" means "Crystal Clear Visual" or their authorised representative,
"you" means the person or persons making the booking and who are entering into the legal obligation,
the "Booking Contract" is the form signed by you set out overleaf (which forms part of this Agreement)
"Price" and "Deposit" means the contract price payable to us for our services and the advance deposit respectively,
the "event" is the ceremony, event and associated activities that you have asked us to record and which is detailed in the Booking Contract.