WEDDING BOOKING AGREEMENT / VERSION 1.0

# Terms & Conditions

A clear agreement for your wedding films: what we will provide, how booking and payment work, and what happens if plans change. Please read alongside your individual booking confirmation.

| EFFECTIVE DATE | ISSUED BY |
| --- | --- |
| 12 November 2026 | MAR + DEE Ltd \| Company no. 13007027 |

| BOOKING DEPOSIT | BALANCE DUE | TYPICAL DELIVERY |
| --- | --- | --- |
| 20% | 6 weeks before | 10-12 weeks |

## 01 / The parties and the agreement

MAR + DEE Ltd (company number 13007027), trading as Richardson Video ("Richardson Video", "we", "us" and "our"), supplies the wedding filming and associated services described in a client's booking confirmation. "You" and "your" mean the person or people named as the client in that confirmation.

This agreement consists of these Terms & Conditions, the completed booking form, the agreed package and add-ons, the booking confirmation and any later changes expressly agreed in writing. If there is a conflict, a specific written agreement made for your booking takes priority over these general terms.

These terms apply to bookings accepted from 12 November 2026. The version accepted when you book will normally govern that booking, unless both parties subsequently agree otherwise in writing.

## 02 / How your booking is confirmed

A booking becomes binding when you submit the completed booking form, accept these terms, successfully pay the required deposit and we accept the booking. We will issue written confirmation. A submitted enquiry or unpaid form alone does not confirm a booking.

The details shown in your booking summary, including your names, event date, venue, package, filming coverage, optional extras, total price and deposit, should be checked carefully. Please tell us promptly if anything is incorrect.

Acceptance may be recorded electronically, including the agreed terms version and date of acceptance. We will make the terms available for you to save and keep.

## 03 / What is included

Your services and deliverables are those set out in your chosen package and confirmation, including any agreed additions. Our current packages may include a highlights or feature film, a social reel, full ceremony and speeches recordings, additional filmmakers, content creation, photography or Super 8 film. Only items expressly included in your booking are contracted for.

Please refer to your booking confirmation and the package description presented to you before purchase for the specific film format, typical running time and deliverables. If an item such as a complete ceremony or speech

recording is not included, it should not be assumed to form part of your package.

We will agree any extra services and charges with you before they are added. We will not increase an agreed price or materially reduce an agreed service without your agreement.

## 04 / Our filmmakers and creative team

Richardson Video was founded by Rob Richardson and works with a small, selected team of experienced filmmakers, including Rhys and other trusted associates. We retain responsibility for providing your agreed services and overseeing the creative direction and editing.

Unless your booking confirmation expressly names and guarantees Rob as your attending filmmaker, booking Richardson Video does not guarantee that Rob personally will film your wedding.

If a particular filmmaker is expressly agreed and becomes unavailable, we will inform you, explain the reason and discuss suitable options. We will make reasonable efforts to provide a comparably skilled replacement; any material substitution will be handled fairly and will not remove your legal rights.

## 05 / Prices, VAT and payment

All prices in our current UK and European wedding packages are quoted in pounds sterling and include VAT. The amount payable is the price recorded in your booking confirmation, including any agreed extras.

A 20% deposit is payable to confirm your booking and counts towards the total price. The remaining 80% is due six weeks (42 calendar days) before your wedding. For bookings accepted within six weeks of the event, the full price is payable when the booking is confirmed unless we agree otherwise in writing.

Payments may be made by the methods provided on our invoice or secure checkout. If a payment is late, we will contact you and allow a reasonable opportunity to resolve it. Continued non-payment may lead to suspension or cancellation, subject to your legal rights and the fairness provisions in these terms.

Payment of the balance six weeks before the wedding is a payment timetable, not an automatic right to retain the full price if the services are later cancelled.

## 06 / Cancellation by you

If you need to cancel, please email us at info@richardsonvideo.co.uk as soon as possible. We will confirm the position in writing.

More than six weeks before your wedding: we will not ordinarily seek the remaining balance. We may retain some or all of the 20% deposit only to the extent it reflects our reasonable net losses arising directly from cancellation, such as work already performed, non-recoverable commitments and lost profit from a booking opportunity we cannot reasonably replace.

Within six weeks of your wedding: the remaining balance is scheduled to have become due. If you cancel at this stage, we may charge or retain an amount up to the total booking price, but only to the extent justified by our reasonable net losses; the full balance is not automatically forfeited.

In every case, we will take reasonable steps to reduce the loss, including saving costs we no longer need to incur and taking account of any suitable replacement booking. We will not recover the same loss twice. Where payments exceed the fair amount due, we will refund the difference and explain our calculation on request.

Nothing in this section affects any cancellation or other consumer rights you may have under applicable law, including if we are in breach of contract.

## 07 / Changing or postponing your date

Please notify us as soon as possible if your wedding date or plans change. We will make reasonable efforts to accommodate a new date and discuss the availability of our team.

A date transfer requires our written agreement. We will aim to carry forward payments already made where we can accommodate the new arrangements. Any unavoidable additional costs, change in scope or material price difference must be explained and agreed in advance.

If we cannot accommodate the new date and you decide to cancel the original booking, we will apply the fair cancellation principles in Section 6, having regard to the particular circumstances. Where an extraordinary event outside either party's control prevents the event from proceeding, we will discuss sensible alternatives and the legally appropriate refund position.

## 08 / Planning and wedding-day information

Please provide accurate event dates, locations, ceremony and reception timings, access arrangements, key contacts and any changes that may affect filming. Tell us in advance about moments or people of particular importance to you, so we can reasonably plan for them.

We typically begin around two hours before the ceremony, subject to your selected package and an agreed schedule. We will work with you to establish suitable coverage, including any agreed additional hours or events.

Your wedding is a live event, and events may run early, late or differently from plan. We will exercise professional judgement to capture the significant moments within the agreed coverage, but cannot promise to record every person, interaction or spontaneous incident.

## 09 / Venues, ceremony rules and other suppliers

Filming may be affected by venue rules, the instructions of a registrar or officiant, restricted movement, access limits, lighting regulations, sound desk arrangements and the conduct of other suppliers. We will make reasonable efforts to work cooperatively and obtain the best coverage permitted.

You should tell us of any known filming restrictions or permissions required for your venue. We cannot guarantee a specific angle or recording where it would breach a lawful restriction or where physical circumstances make it impracticable.

We will exercise reasonable care and skill in planning for foreseeable limitations. Nothing here excludes responsibility for failures within our reasonable control.

## 10 / Cameras, audio and live-event limitations

We use professional filming and audio equipment and take sensible steps to maintain it, safeguard media and use backup recording methods where practicable.

Adverse lighting, weather, crowd noise, obstructions, wireless interference, limited microphone access and other conditions at a live event can affect picture and sound quality. We will use reasonable care and skill to address such issues where we can, but cannot guarantee that every spoken word or moment will be captured perfectly.

If technical failure, lost recordings or another issue materially affects your contracted deliverables, we will investigate and discuss an appropriate remedy in accordance with your statutory rights.

## 11 / Creative approach and film running times

Our style is cinematic, relaxed and documentary-led. We exercise artistic judgement in the selection and sequencing of footage, music, colour, pacing and narrative, while respecting specific requirements agreed before booking.

Package film lengths are intended ranges rather than frame-exact promises. For example, our current UK packages describe Let's Get Social as a 6-8 minute highlights film, Movie Night as an 8-12 minute highlights film, and Movie Night+ / Red Carpet as a 12-15 minute feature film. Actual editing choices depend on the material captured and the nature of the day.

We will use reasonable efforts to deliver the format and scope described in your package. A material variation from an agreed deliverable will be discussed fairly with you, rather than being treated as automatically acceptable.

## 12 / Editing, turnaround and delivery

All main wedding films are edited in-house under Richardson Video's creative direction. Our typical standard turnaround is approximately 10-12 weeks after the wedding; this is an estimate, not a guarantee of an exact delivery day unless a specific date has been agreed.

If you purchase our 14-day express turnaround, we will identify the deliverables covered by that paid service and the agreed deadline in your confirmation. Other specialist deliverables may have their own timings, and any such timings will be communicated before purchase.

Where content creation is booked under the current package description, the stated aim is delivery of original iPhone footage and a short reel within 24 hours, followed by two additional reels within one week. Photography galleries, if purchased, will be delivered separately according to the agreed arrangements; our current photography offering specifies a minimum of 550 edited digital images.

We will let you know promptly if we expect a material delay and provide a reasonable updated timeframe. Final films are usually delivered through a digital gallery or download link. Please download and securely back up your files after delivery. Your legal rights regarding reasonable timescales and performance remain unaffected.

## 13 / Revisions and further editing

Your booking includes one coordinated round of reasonable editorial revisions to your main wedding film. Please send your requested changes together, ideally within 14 days of first delivery, so we can consider them as a single set.

Requests that involve a substantially different concept, major restructuring, new deliverables or further discretionary revision rounds may be charged at £75 per hour of editing time. We will explain and agree any extra cost before undertaking paid work.

We can only edit footage and audio that was actually recorded. A request for corrections or remedies where the service did not meet the required legal standard is not restricted by the included revision round or the suggested feedback period.

## 14 / Raw footage, original files and archiving

Unless expressly included in your booking, the price does not include all unedited camera or audio recordings, project files, working edits or every individual shot. A service such as content creation may expressly include original iPhone clips; those agreed files remain part of its deliverables.

Additional recordings may be supplied at our discretion under a separate written agreement and charge where appropriate, but we cannot promise material that was not captured or is no longer available.

We are not a permanent archive provider. Raw footage, working files and archived media may be deleted after 12 months from final delivery, subject to any ongoing dispute or legal obligation. Once delivered, please retain more than one backup of your final files.

## 15 / Copyright and sharing

Copyright in footage and films created by Richardson Video remains with us, subject to any rights belonging to third parties. Following full payment, we grant you an ongoing, non-exclusive licence to download, retain, watch and share your finished wedding films for personal, non-commercial purposes.

You may share completed films with family and friends and on personal social media accounts, subject to any music, platform or third-party restrictions. Commercial advertising, sale, redistribution or use by other suppliers for their own business promotion requires prior written agreement.

Licensed music may be subject to rules imposed by music licensors or social platforms, which can sometimes mute or restrict a track independently of us. We will consider reasonable practical options if that happens.

## 16 / Privacy and portfolio use

Filming inevitably involves images and voices of the couple and other people present. We handle personal data as explained in our separate Privacy Notice, available from us and through our website.

We may invite you separately to permit the use of selected films, stills or clips in our portfolio and promotion. Giving such permission is optional and is not a condition of receiving the contracted services. We will take account of the rights and privacy of other identifiable individuals and applicable data-protection law.

If you or your guests have specific privacy or safeguarding concerns, please tell us in advance so that we can discuss reasonable arrangements.

## 17 / Drone and specialist formats

Drone coverage is included where stated in the package, but remains subject to safe weather, relevant aviation law, airspace controls and location permissions. We will not fly where doing so would be unlawful or unsafe.

Super 8 film and similar specialist formats involve physical film stock, processing and a distinctive analogue appearance. Where purchased, the number of rolls and deliverables will be as specified in your confirmation. If an important paid add-on cannot be supplied, we will discuss an appropriate remedy taking account of the circumstances and your rights.

## 18 / Photography, content creation and other add-ons

When photography, content creation, a second filmmaker, additional coverage or a pre-wedding shoot is purchased, the extent of that service will be stated in the booking confirmation or applicable package description. It may be supplied by carefully selected associates under our responsibility for the agreed service.

Where photography is booked, the current advertised service includes a minimum of 550 fully edited digital images supplied through an online gallery. Original unedited photography files are not included unless specifically agreed.

Where a separately booked service involves delivery on an accelerated timescale, please check that the exact deliverables and deadline appear in your confirmation.

## 19 / Travel and destination weddings

For our current UK wedding packages, reasonable wedding-related travel and accommodation, where required, are included in the agreed price. Our advertised European destination wedding packages include necessary European travel, accommodation and transfers.

For weddings outside Europe, or where extra events, unusual travel arrangements or additional locations are requested, a bespoke quotation or expressly identified supplement may apply. We will agree this with you before booking and will not add unexpected travel charges unilaterally.

Overseas filming may be subject to applicable immigration, permit, aviation and other local regulations. Please cooperate in providing accurate event details, and we will discuss reasonable alternatives promptly if travel restrictions materially affect the agreed service.

## 20 / Safety and respectful conduct

We will work with safety in mind and may decline an activity that we reasonably believe is dangerous, unlawful or contrary to venue restrictions. We ask that our team is treated with respect.

If threatening behaviour or a serious safety issue occurs, we will make reasonable efforts to resolve the situation where practicable before changing or suspending coverage. Any action taken will be proportionate to the circumstances and will not remove statutory rights.

## 21 / Illness, exceptional events and cancellation by us

If illness, incapacity or another unforeseen problem affects an assigned filmmaker, we will notify you promptly and make reasonable efforts to provide a suitable replacement where that is appropriate.

If we cannot provide all or a material part of the agreed services, we will explain the situation, discuss available alternatives and provide the refund, price reduction or other remedy required by law. We do not automatically limit our liability to the amount paid where the law provides additional rights.

For severe weather, major disruption or other events outside our reasonable control, both parties will cooperate in good faith on practical arrangements. This does not excuse any failure to use reasonable care and skill.

## 22 / Responsibility and consumer rights

We will provide our services with reasonable care and skill and as described in the contract. If we fail to do so, you may be entitled to repeat performance where possible, a price reduction, compensation or another remedy under applicable law.

We are responsible for foreseeable loss or damage caused by our breach of contract or negligence. We do not exclude or restrict liability for death or personal injury caused by negligence, fraud, or any liability that the law does not permit us to exclude.

Nothing in these terms restricts your rights under the Consumer Rights Act 2015 or other applicable consumer legislation.

## 23 / Concerns and complaints

If you have any concern about our service or your films, please contact info@richardsonvideo.co.uk and give us a chance to investigate. Please report any missing downloads or playback problems when noticed; we will seek to address issues reasonably and promptly.

We aim to acknowledge service complaints within five working days and provide a meaningful response as soon as reasonably possible. There is no short contractual deadline that removes your legal rights because an issue was not reported immediately.

## 24 / General provisions and acceptance

Any material variation to these terms must be agreed in writing. If any provision is held unenforceable, the remainder of the agreement continues where legally possible. The agreement is governed by the law of England and Wales, without removing any mandatory consumer protections or jurisdictional rights you may have.

By submitting your booking, ticking the required acceptance box and paying the deposit, you confirm that you have reviewed your selected package, the total price, the 20% deposit, the six-week balance deadline and these terms. Your booking confirmation should be kept with this document for future reference.

### CONTACT & COMPANY DETAILS

**MAR + DEE Ltd trading as Richardson Video**
Company number 13007027 | Registered in England and Wales
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