



www.mms-360.co.uk

Terms & Conditions of EVENT LIVE STREAMING

The following terms and conditions are set out to help all parties be aware of and clear about the services provided for their wedding day or event and the responsibilities of all parties involved. Live streaming weddings and events are filmed as they happen with no retakes possible. It is this spontaneity and being LIVE that makes them so special and memorable.

These terms and conditions form an integral part of the booking contract and there will be no variation unless accepted in writing by both parties.

Deposit/Payment

A non-refundable deposit of £200 is required to secure a booking.

Full payment of the remaining balance is required 30 days before the date of the wedding or event.

Cancellation

All cancellations must be in writing (email or letter).

Should, for whatever reason, you have to cancel the booking the following charges will be applicable: If more than 30 days before the date the balance will not be chargeable, and the non-refundable deposit retained. Less than 30 days before the date the full balance is chargeable, and the non-refundable deposit retained.

Should, for whatever reason, we need to cancel there will be a full refund of all monies paid which is the limit of any liability on the part of MMS-360 Live Photography.

Filming

It is your responsibility to obtain any permissions licences and pay any fees to any venues/locations or entertainers/musicians performing, where filming will take place (if applicable).

Unless you advise us otherwise, we will assume all persons attending the wedding or event have consented to being filmed.

We respect the wishes and regulations of anyone officiating at the wedding ceremony which may limit where we position cameras and other equipment. There may be other restrictions such as a limit to movement around the venue or certain parts of the ceremony which we are not allowed to film.

We make every effort to produce a quality broadcast and film and ensure all our equipment is of the highest quality and regularly maintained. We have several back-up strategies for sound and vision, however we cannot be held responsible for any lighting, sound or interference issues caused by circumstances outside our control. This includes camera/equipment failure, adverse lighting, noise issues and restrictions imposed by venues.

We use our professional expertise and discretion to ensure that significant parts of the day or event are filmed. Unfortunately, we cannot guarantee that we will be able to record every aspect of the day as filming takes place LIVE. We retain artistic licence.

We make every effort to arrive at locations on time but we cannot be held responsible for lateness or non-attendance caused by circumstances outside of our control such as traffic delays, severe weather conditions, unforeseen illness/incapacity, accident, technical, camera or equipment failure. In such circumstances we will contact you as soon as possible to discuss alternative arrangements.

We aim to be as discreet as possible and work alongside anybody else involved i.e. photographer. We follow the events as they happen and therefore, are not in control of the setting. This may lead to some images being in high shadow/contrast or partial/temporary obstruction of subjects being filmed or issues of low/mumbled/no sound. We may be unable to take footage if the photographer is not willing to allow filming when they are working.

Whilst we aim to film as much as possible during the day, we cannot guarantee a minimum length of filming or footage taken, this is due to the LIVE EVENT nature of the day and the unique structure of each individual wedding or event.

Drone filming

Drone filming is an additional extra to any package.

We will endeavour to try and launch a drone at some point in the day or during the event. However drones cannot fly in strong winds or any kind of rain. We will let you know 48 hours before the date if it looks like we are unable to fly, however should the weather change for the good then we will do every possible to ensure drone flying within our normal safety standards.

It is your responsibility to obtain permissions from the venue for use of the drone on site. We are of course happy to liaise with them if they wish to see our CAA permission, public liability or insurance details. Please do bear in mind that even with all of these documents in place, some venues will still not allow any drones.

We will comply with all rules and regulations set out by the CAA to ensure safe flying at all times, including but not limited to safe distances from all people and buildings and the drone cannot fly directly overhead of a mass group of people for safety reasons.

If for any reason we feel that it is unsafe to fly on the day, our decision is final and we will refund the cost of the drone option.

Filming will take place usually during part of the ceremony and wedding breakfast. If any other filming is requested, we must be made aware of this before the wedding day or event.

Health and safety

We will work with Health and Safety issues in mind and reserve the right not to film in dangerous or unsafe situations.

Editing

Editing of the wedding day or event is an additional extra to any package

If there is any particular music you would like to be included in your film please let us know before the date. We will advise you if there are any issues with your choice. If no specific music is requested, we will choose appropriate music.

We aim to have a copy the edited film available for you within 90 days of your wedding day or event. However, this is only a guide as a quality product is important for both us and you.

You must notify us in writing (email or letter) within 7 days of receipt of the final DVD/BluRay/USB of any faults or playback issues and we will make every reasonable attempt to resolve them. If we do not hear from you within 7 days we will assume you are happy with the DVD/BluRay/USB.

All editing decisions are to be at our discretion. We will of course discuss suggestions and ideas with you, however we cannot guarantee that they will be included.

MMS-360 retains copyright of all materials recorded by them.

Promotional material

MMS-360 retain copyright of all material recorded by them.

We reserve the right to display parts of your video online and via social media.

Liability

In the unlikely event of complete equipment failure or other circumstances outside our control which means we are unable to film your wedding or event you will receive a full refund. We will not be liable for any further damages.

Covid statement

The company is taking all necessary steps to follow the guidance given by the UK government and the World Health Organisation to ensure your safety, and the safety of our staff. We ensure set up of equipment takes place as safely as possible and follow social distancing where possible. PPE will be worn by staff.