



Terms and Conditions

1. Claybridge is a trading name of Dropout Studios. All invoices, receipts, payments, purchase orders etc, are dealt with and handled by Dropout Studios.
2. Unless otherwise stated, all filming and photography uses a single camera. We may at our discretion provide a secondary camera to help us with the editing process on video packages.
3. We aim to be discreet whilst filming. This means using unobtrusive microphones and wearing dark plain trousers and a black t-shirt with the company name, logo and contact details printed on.
4. It is the couple's responsibility to obtain permission to film and photograph at the wedding venue. Any payable fees or any arrangements that need to be made are the responsibility of the couple.
5. We use good quality and well maintained equipment. However, any loss of material or software (i.e. video and/or audio of the event) is limited to the cost of the media alone. No consequential loss is accepted by Claybridge or Dropout Studios.
6. Audio recording equipment can be affected by interference from wireless devices; these include mobile phones, PDAs, handheld computers and radios. Please recommend to your guests that all of these devices are switched off (*not on silent*) during ceremony filming.
7. During low light situations the video quality may degrade slightly and become grainy. We will do everything we can to prevent any significant drops in video quality, but sometimes this is unavoidable in low light situations.
8. Video editing is a creative process. Artistic interpretation cannot always be guaranteed, but we will discuss your wants and requirements prior to any filming.
9. Copyright clearance for any stills submitted to Claybridge for inclusion in any video or photography package is the responsibility of the submitter.
10. Our supplied DVDs are produced on DVD-R discs and are intended for playback on standard DVD players and DVD-ROM devices. There is a chance that your DVD will not be compatible (approximately 90% of DVD players are compatible with the DVD-R format). Claybridge cannot be held responsible if your DVD player is incompatible with DVD-R discs.
11. Any media given at the end of production (DVD's, CD's, photobooks, printed photos, framed photos or presentation boxes) have no warranty nor is a warranty implied at any point during the project. Once given to the client, the items become their property and as such their responsibility. However, if optical media wears out and becomes un-viewable in the first 90 days from date of hand over (the date on which the media was given to the client) then said media can be replaced free of charge to a maximum of one replacement per optical media given to the client at point of handover.
12. We keep a master copy of your movie in our archives for up to 6 months. You may order additional copies within this period as required. If you wish to order additional copies after 6 months we cannot guarantee that the master will be available.
13. A 20% deposit of the total cost of your event is required no later than 4 week prior to any photography or video event.
14. A date may only be considered reserved once a completed booking form has been received and the deposit has been cashed by Dropout Studios on behalf of Claybridge (see 1. of this document). Until that point dates cannot be guaranteed. Any deposit received for a date which is no longer available will be returned to the sender with no further liability on either party.
15. Cancellation charges are as follows; 21 days or more prior to the date = deposit only, 20 days to 8 days prior to the date = deposit plus half the remaining cost, 7 days or less prior to the date = full amount. We recommend that all couples take out comprehensive wedding insurance to protect themselves from costs if they have to cancel.
16. Full remaining amount is required no later than 7 days prior to any photography or video event.
17. Payments can be made via cheque or BACS. All cheques must be made payable to Dropout Studios. Please contact us for further details if you wish to pay via BACS.
18. Any variations in the times or dates, or variations to the planned event which may impact photography or video work should be communicated to Claybridge as soon as possible.
19. Any problems or disputes should be notified immediately to Claybridge via the contact details given at the bottom of this document. Please state the event name (e.g. 'John Butcher and Carol Baker wedding') when making any correspondence.
20. These terms and conditions should be attached to your booking form when sent to us; they form part of your contract. A copy of these terms and conditions should also be printed and kept in a safe place.
21. These terms and conditions are subject to change without notice.