

Terms & Conditions

By completing your booking with 'Eros Wedding Films' it is understood that the client has read and fully agreed to all our terms and conditions. Please note that our Terms & Conditions and prices are subject to change without prior notice. Any alterations will be made to the website first and these are what must be adhered to.

Booking Fee

A booking fee of £200.00 is required to secure the services of 'Eros Wedding Films' for a specific date and covers any and all administration fees. It is therefore non-refundable. Any services will not be considered booked until the booking fee has been paid. The booking fee for the destination package can vary depending on date, location and accommodation.

Payments

Any and all further payments made will form part of your booking fee and are also non-refundable. Following the payment of the booking fee any outstanding balances must be paid in full no later than 55 days prior to the event. Failure to do so will result in "Eros Wedding Films" not attending your wedding and the client forfeiting any monies already paid. We aim to contact all our couples in the weeks leading up to the event to confirm everything. If however you have not heard from us 48 hours before your event it is your responsibility to contact us.

Cancellation / Change of date

All cancellations must be confirmed in writing either by letter or email. The client may cancel the booking at any time and their liability shall be limited to any payments already made. If a customer has requested your date resulting in "Eros Wedding Films" making a loss then payment will be non-refundable. If "Eros Wedding Films" has to cancel the booking for reasons beyond its control all monies paid will be refunded in full with no further liability. The client may cancel the booking at any time and their liability shall be limited to any payments already made.

Display & Copyright

Permission is hereby given by the client for "Eros Wedding Films" to provide video coverage of both you and all your guests on your wedding day. Any and all footage captured, and videos created will remain the copyright of "Eros Wedding Films" and may be used for any suitable means which may include but are not limited to advertising and promotional material, on social media, at wedding fairs and entering of competitions.

Storage

All finished videos will be kept on file and / or a storage device by "Eros Wedding Films" for 1 year after the date of the wedding. After this period these files may be destroyed.

Attendance

In the unlikely event 'Eros Wedding Films' cannot perform this booking due to casualty, act of God, nature, terror, sickness or injury then all monies paid will be refunded to the client and 'Eros Wedding Films' will not be held liable for any consequential damages. Neither party shall be responsible for indirect or consequential loss.

Complaints

Any complaints should be raised by the client in writing within 21 days of the issue arising. Any complaint should be handled directly between the client and company and not published to any 3rd parties either privately or publicly on social media etc. Any such publication will result in an instant forfeit of any replacement/compensation etc. All issues will be dealt with promptly and swiftly to the best of our ability. In the unlikely event that an issue cannot be solved an alternative substitute or compensation will be provided at the discretion of the company.

Rules / Regulations

Some venues, vicars or registrars have rules and restrictions regarding filming. Therefore it is your responsibility to notify those who are taking your service and co-ordinating your wedding of our attendance and confirm if and what filming they allow. Also to obtain permission from anyone performing either verbally or musically. Please

note that we have all licenses that are required.

Such regulations may restrict where we can film, place equipment or prevent filming altogether. We may also be unable to take footage if the official photographer is unwilling to allow filming while they work. As a result, we cannot be liable for any footage we are unable to obtain or the subsequent reduced length of your final product as a result. We aim to work alongside your official photographer and follow events as they occur. We are therefore not in control of the situation or setting which may lead to poor lighting, obstructions and noise interference and cannot be held responsible.

Aerial Drone Photography & Filming

We are professionally trained, insured and fully licensed with the CAA for Commercial operation of our drones. We have an up to date PFCO or GVC certificate that is renewed each year. We are able to conduct these unmanned flights in most places throughout the UK. There are some venues that may have restrictions due to location to certain airfields, government property or other factors. We cannot be held responsible if this limits the height we can ascend to on the day. Weather can also play a part in being able to conduct a flight and therefore we cannot guarantee that we will always be able to use the drone on the day. If the location is in CTR zone or on a flight path and we deem the risks to be too high "Eros Wedding Films" can cancel the flight at any time, with no further liability.

Destination Packages

It is our objective to arrive 24-48 hours prior to the scheduled booking date. However, we cannot be held liable for any delays or flight cancellations that may occur. The booking of flights will take place within 7 days of receiving the deposit. Given that certain wedding destinations may be situated in remote locations, it is a prerequisite for the client to provide a meal for the 'Eros Wedding Films' Team on the day of the wedding. Any information pertaining to filming locations and legal requirements must be communicated in writing to 'Eros Wedding Films' prior to the booking.

Final Product

We do not guarantee a set length for any finished products. Most full films run between 40-90 minutes this depends on the type of wedding, length of speeches, number of guests and the opportunities we are given to film. The full film includes ceremony, speeches and first dance as stated on the website. The cinematic trailer is between 7-9 minutes in length.

All finished products will be produced to our highest quality based on the footage we can obtain and will try to incorporate your music request where appropriate. If no requests have been made we reserve the right to use our own discretion. Unfortunately, "Eros Wedding Films" cannot be liable for any quality issues beyond our control such as weather, poor lighting, sound interference or venue restrictions.

All edits are subjective and we use our professional expertise and discretion to ensure that the significant parts of the day are captured and used in your finished products. We do not promise to capture every part of your day and retain artistic licence for any and all edits. We advise all couples to view examples of our work to familiarise themselves with our style before booking. We will do our best to incorporate any ideas or requests for the video where possible if they are made in writing in advance of the wedding but we cannot guarantee they will be included.

Finished product

Our aim is to have all finished products complete within 8-10 weeks of the wedding. If this process takes longer you will be notified. Upon receiving your product if there are any faults or playback issues you must notify us with 7 days and we will make every reasonable attempt to correct the issue or arrange for replacements where necessary.