

Terms & Conditions



1) Definitions & Law

The contract is the document or documents that set these conditions and all other details about your agreement with us. “WE” and “US” means the supplier of goods or services (Forever Films trading as John Felix Films) “YOU” means the person, persons Client or Customer. “EVENT” means the service you have booked. These conditions will be governed by and interpreted in accordance with the English law. These conditions do not affect the statutory rights as a consumer as defined by the “Unfair Contract Terms act 1977 or any statutory amendments of that act.

2) Cancellations

The client may cancel this contract at any time by giving written notice to Forever Films, but in doing so shall forfeit any monies paid. Should Forever Films receive cancellation less than 8 weeks prior to the date of the ceremony, the client shall in addition to the deposit pay a sum equal to 50% of the contract value. The said sum shall be payable as compensation as an estimate of the loss that Forever Films would suffer.

3) Force Majeure or Act of God

The due performance of this contract is subject to alteration or cancellation by either party owing to any cause beyond their control.

4) Booking Fee

A non-refundable booking fee of £200.00 is charged when the client signs this contract, this is deducted (in full) from the final invoice.

5) Payments

Any balance owing shall be payable four weeks before the event.

6) Special Requests/Coverage

The client understands and accepts that the video/photographic coverage will be as the videographer/photographers professional expertise determines and that no one shot/scene will be deemed more important than another. Special requests are not binding instruction, although every effort is made to comply with the client’s wishes.

7) Limit of our liability.

We will not be liable for any delays caused by circumstances which are beyond our reasonable control. We will not be liable for any radio signal losses, battery failures, equipment failure and or material defects, which are beyond our control. Any refunds for the event will be limited to no more than the original sums involved. In the unlikely event of a total camera failure, cancellation or non attendance of this contract

by either party or in any other circumstance the liability of one party to the other shall be limited to the total value of the contract. Neither party shall be liable for indirect or consequential loss.

8) Copyright / Display

The copyright of the goods will remain with us. The client hereby allows Forever Films to display any images/video included in this contract in their studios, portfolios, literature, wedding exhibitions and advertising. It is the responsibility of the client to ensure that all materials supplied to Forever Films, such as photographs/music are either copyright free, or that suitable permissions/licences have been obtained to use such materials in the video.

9) Errors/Changes

Any errors or defects on the tape/DVD/photographs supplied, which is our fault will be remedied free of charge. Otherwise any other corrections will be made at our discretion. By booking Forever Films you are agreeing to let us film and edit the video as we see fit.

10) Photographs/Music

Any items sent to Forever Films must be labelled with your name and return address. Whilst every care is taken, customer’s material is accepted on the basis that their value does not exceed the retail cost of the material itself. Liability for loss or damage is therefore limited to the replacement of such material. All photographs supplied for use in the video will be reproduced ‘as is’ No repairs or enhancements will be made by Forever Films without prior agreement.

11) Colours / Lighting / Sound

While every effort will be made to ensure accurate colours and lighting reproduction, in certain conditions the colours and the lighting may not be accurately reproduced. This is not a fault but a limitation of the factors on the day, which are beyond our control. e.g. mixed indoor & external lighting, harsh shadows, and poor lighting conditions. Sound will be captured as accurately as possible within the limitations of the event and the equipment used.

12) Camera Positions/Authority

Every effort will be made to get the best position for the cameras to video the event. Due to restrictions imposed upon us on the day, this may not always be possible. You must obtain permission to video at the appointment location (church, park, etc.) from the relevant authorities, and you are responsible for any fees that may be levied by such authorities. Forever Films will

not be responsible for any refusal by such authorities to allow videoring/photography to be carried out.

13) Non Attendance.

On occasions and without notice it may be necessary for the operator originally specified to be substituted by another if possible, (e.g. due to ill health).

14) Completion

Completion is usually 4 to 8 weeks from the date of the event. The video, music, and any photographs should be ready to collect after this period. If all the information and items required to complete the video are not with Forever Films by at least the event date then this does not apply. Editing will then be done when possible at our discretion.

15) Changes

Any alterations to the event to be put in writing and sent to Forever Films. To arrive not later than 5 days before the date of the event

16) Complaints

Any complaints should be raised by the client to Forever Films in writing, within 14 days of receipt of the finished video.

17) Rights reserved

Any failure by us not to enforce any or all of these conditions shall not amount to or be interpreted as a waiver of any of our rights. By booking Forever Films for an event you are accepting these terms & conditions.

18) Rights

These Conditions do not affect your statutory rights I agree in full to Forever Films terms and conditions.

Signed _____

Print. _____

Date. _____