



Legends and Lore Limited • Company Registration Number 14613486
College House, 17 King Edwards Road, Ruislip, London HA4 7AE

VIDEOGRAPHY - TERMS & CONDITIONS

Legends and Lore Limited (trading as Living Legends) is committed to being as open as possible in all our dealings with clients, and we strive to provide information, such as our Terms & Conditions, in 'plain English' wherever possible.

Listed below are the general conditions which apply to all our work.

Please note that Living Legends will only undertake work for which a price has been agreed, and an order form completed - either online or offline. This is to protect the interests of both parties.

1. BOOKING and PAYMENT

Full payment for the booked service is required at the point of booking. This is to reduce the administration involved in collecting deposits and multiple subsequent payments. This also enables us to assign team members and book travel in advance of the video recording date.

Payment can be made by bank transfer, credit card or online via Living Legends UK's website.

Our prices are correct at the time of booking, and remain in force for the duration of your contract.

Within 1 business day of receiving a booking and payment from a client, Living Legends will seek to mutually agree a convenient filming date with the client.

2. POSTPONEMENT and CANCELLATION

In the event of the client cancelling this booking, Living Legends will charge a cancellation fee in accordance with the following scale:

- 25% of the amount paid, for bookings cancelled 28 or more days prior to the agreed filming date
- 50% of the amount paid, for bookings cancelled less than 28 days prior to the agreed filming date
- 75% of the amount paid, for bookings cancelled less than 7 days of the agreed filming date



In the event of an unforeseen emergency on the part of the client, Living Legends will seek to postpone the filming date to another, mutually agreed date. In the event that this second planned date requires postponement on the part of the client, it will be treated as a final cancellation.

In the event that Living Legends is forced to postpone an agreed filming date more than once - eg. due to illness, transportation issues or for other reasons - the client shall be entitled to a full refund.

In the event that the client and Living Legends are unable to mutually agree a new filming date following a postponement, the situation shall be regarded as a cancellation.

Refunds can only be given at the discretion of the management.

Living Legends is not to be held responsible for consequential losses, or any financial damages which exceed the value of the payment received from the client.

3. SATISFACTION GUARANTEE

Within 6 weeks of the filming date, and following the editing process, clients will be provided with an online link, in order to watch and approve an edited version of their recording session.

If issues are raised to Living Legends regarding the video's lighting, audio quality, video composition or other technical aspects of the video, Living Legends shall attempt to correct the issues highlighted and provide a new version of the video.

Other reasonable changes will be undertaken on a goodwill basis, and will be allowed on the basis that they take no more than 5 working hours in the edit suite.

If the issues are insurmountable, or the client is unhappy overall with the video provided, Living Legends will provide a full refund to the client.

4. FILMING

The client must provide a suitable filming location, which is relatively quiet and with adequate lighting.

The client is responsible for obtaining all necessary permissions for the filming location, and any individuals who appear in the video. Living Legends may refuse to video record individuals who have not agreed to its Terms & Conditions, or signed a Release Form provided by Living Legends.



The client may choose to provide props and share photographs or digital footage with Living Legends for use in the video. Living Legends will not be held responsible for any damage or loss to these items.

5. DELIVERY

The final video will be delivered to the customer via digital download link, on a USB drive, or on a DVD - at the client's request.

6. COPYRIGHT and OWNERSHIP

Living Legends UK retains copyright ownership of the video and photographs taken during the recording session.

The customer may use the video for personal use only, and may not sell or distribute the video without prior written consent from Living Legends UK.

7. LIABILITY

Living Legends UK is not responsible for any injuries or damages sustained by the customer or any individuals present during the filming.

Living Legends UK is not responsible for any loss or damage to personal property belonging to the customer or any individuals present during the filming.

The customer agrees to indemnify and hold Living Legends UK harmless against any and all claims, actions, suits, or other proceedings arising out of or in connection with the customer's use of the video.

8. HOURS WORKED & OVERTIME

Our crew will attend for the hours booked, with approximately 45 minutes before and after the filming time for setup and packing up of recording equipment.

The client will not be responsible for overtime or any other costs, without prior agreement.

9. FOOD and DRINK

The client is not expected to provide any food or refreshments during the sessions.



10. COVERAGE and SCOPE

Living Legends UK will always film your session as agreed to the best of our abilities, however we cannot be held responsible for circumstances preventing this, including: a) ambient noise at the filming location - from animals, children, road noise, machinery or other sources; b) inclement weather and filming conditions; c) major, unpredictable traffic-related delays; d) delays on the part of the client; or other factors outside of our control.

We will prepare in advance as far as is possible, and will request information and preparation on the part of the client - in order for the session to be as productive and expansive as possible.

We will make every effort to explore and film all discussion topics requested by the client, however the videographer's judgement regarding what can be captured under any given circumstances shall be deemed correct.

The client understands that while video recording may take place for an agreed period of time, the final edited video will be of a shorter duration, allowing for edits and other factors.

By booking a recording session with Living Legends UK, the customer agrees to these Terms and Conditions.