

# Wedding Content Creation Booking Terms

## Content by Kornelia

These terms explain how your wedding booking works. Please read them before booking.

Kornelia Wieczorek trading as Content by Kornelia is responsible for this information.

[ address provided in an individual, separate copy ] | contentbykornelia@gmail.com | [ mobile number provided in an individual, separate copy ] | contentbykornelia.co.uk

## Booking and payment

Before you book, I will send your package details, wedding date, locations, hours, files included, total price and payment dates. Your date is booked once I confirm my availability, your package and add-on requests in writing, you accept these terms and agree to the total payment including travel fees, and pay the deposit. I will email you a copy of the agreed booking and terms.

The deposit is 20% of the package price, excluding extras and travel. The remaining balance is due 28 days before the wedding. For later bookings, we will agree payment and planning deadlines on an individual basis. Prices only change if we agree a change to your booking. Please request changes at least 28 days ahead where possible.

If payment is overdue, I will send a reminder and allow seven days to pay, or a shorter deadline agreed for a last-minute booking. If an undisputed payment remains overdue, I may cancel using the cancellation rules below.

Travel includes the first 30 road miles from the agreed Torquay starting point each way. Extra miles cost £0.55 per mile. All travel charges are agreed before booking; I pay parking and tolls.

## Cancelling or changing the date

You have 14 days to change your mind, starting the day after I confirm your booking. Email me with a clear statement to cancel, or you may use the following format: *To Content by Kornelia. I/we cancel the booking for [wedding date] at [venue]. Client full name(s): [names]. Date: [date]. Digital Signature: [signature].*

You receive a full refund unless I have already started my service at your wedding for those short-notice bookings; then a fair charge for work already done may apply where the law allows, unless the fuller refund below applies. Your right to cancel ends early only after all agreed work and delivery are complete, if you confirmed beforehand that you understood it would end then.

Cancelling more than 90 days before the wedding means a full refund. At 90 days or less, I may charge the money I reasonably lose, including lost earnings. This can be more than your deposit. I will explain the amount, try to rebook the date, deduct saved costs and replacement bookings, credit your payments and refund any excess or later recovery.

Date changes are subject to availability and written agreement. Changes requested more than 90 days before the original date will incur no additional charge. For changes within 90 days, I may recover reasonable financial losses resulting from releasing the original date. Any later loss we agree still applies if you then cancel. All cancellation charges, including those for earlier dates, are capped at the latest agreed package, extras and travel price. Your current date stays booked until we agree a change or you cancel.

These charges do not override your 14-day cancellation rights or your rights if I seriously break our agreement. Refunds are made promptly and within 14 days of cancellation or another refund becoming due, using the original payment method unless you agree otherwise, with no fee.

## Wedding day logistics, preferences, and restrictions

Shortly after your booking is confirmed, I will send you a Google Forms questionnaire via email. Please complete this as soon as possible to allow sufficient time to plan your wedding day coverage and post-wedding editing. This needs to be completed no later than 28 days before the wedding, unless we agree on another deadline for the short-notice bookings. This will cover timings, key requests and any guest or child filming restrictions. You are responsible for arranging permission for me to attend and film at the venues, while I handle permissions for my equipment and work.

I work the agreed hours, so delays do not automatically extend coverage. Up to one extra hour is available for £40 if we both agree. For bookings over six hours, I take a short unpaid break and bring my own food, unless you wish to provide a supplier meal, which is entirely optional. I will work carefully and follow agreed requests, but cannot promise every moment or guest, will be captured.

## Your content

You receive all usable raw video clips and the edits in your package, in the style shown before booking. Any included photos or Polaroids do not replace professional wedding photography.

All agreed files will be ready to open and download through Google Drive within 72 hours after coverage ends. If anything is late, I will keep you updated, finish delivery promptly and automatically refund 5% of the package price, excluding extras and travel.

If your package includes a sneak peek, or you buy it for £40, it is due by 9 a.m. the next morning. If late, I refund £40, including when it was part of a package.

One round of small changes to edited highlights is included if requested within seven days of delivery. Larger changes or extra rounds need agreement. This deadline does not limit your rights if the work is faulty. Later preference changes do not make the original delivery late.

## Downloading and keeping files

Your download link lasts 28 days after I confirm all files, or an agreed final partial delivery, are ready. Revised or replacement files get their own 28 days. Please download and back up your files. I will give you the expiry date and extend access for any interruption on my side. I cannot promise recovery after that period. My Privacy Policy explains storage and deletion afterwards.

## Sharing and marketing

I own the copyright. You can keep and share your content, and edit your raw clips, for personal use for as long as you like. Please ask before business or supplier use. Credit is appreciated, not required. Music in a delivered video is not automatically cleared for social media. Before posting, please mute the video's audio and add the same song, if available, or another song using the platform's music tools. Platforms may mute or remove posts under their music rights, so I cannot guarantee that a post will stay online if you upload the original file with audio. If your edited reel includes a voiceover and music, I'll also provide a version with the music removed, but the voiceover kept. You can then add music through your chosen social media platform without muting the voiceover.

I will ask separately before using wedding content in my portfolio or marketing. Saying no does not affect your booking. You can withdraw permission by email; I will stop future use and remove it from channels I control promptly. I will get appropriate permission before using identifiable guests or children in marketing. Please share a guest notice for filming. More information can be viewed in my Privacy Policy.

## If something goes wrong

If I cannot attend, I will tell you promptly and refund everything unless you accept a suitable replacement at no extra cost. The same applies if an event outside both our control prevents all coverage. If only part of the service can be supplied, I will provide usable content and a fair refund for what is missing.

I take reasonable precautions with equipment and backups. If files are lost or the work is faulty, I will put things right where possible, at no extra cost and without unreasonable delay or inconvenience. Otherwise, I will give a fair refund, including everything paid if no usable agreed content can be supplied. Your other legal rights still apply.

I may pause or leave if working becomes seriously unsafe or I face harassment. Where safe, I will first try to resolve the problem. I will charge fairly for work done and only seek further losses you are legally responsible for, refunding the rest. You are not automatically responsible for every guest's behaviour.

### **Insurance and questions**

I will have appropriate public liability insurance for the agreed work. Please flag any venue insurance requirements before booking. I am responsible for loss or damage caused by my mistakes that we could reasonably expect. These terms do not limit responsibility for injury caused by my carelessness, fraud, or anything the law says cannot be excluded. Your legal rights are unchanged.

Please email any questions or concerns. I will acknowledge complaints within three working days and aim to give a full response within 14 days. The law of England and Wales applies without taking away the protections you have where you live.