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Terms and Condition for My Life My Story

Aug 2022

Payment:

A 50% deposit is required to secure all booking. An invoice will be sent to the customer and must be paid with 7 days of receipt. Final 50% payment to be made following the handover of the film within 7 days of final invoice. Payments to be made paid via direct bank transfer.

Travel.

Mileage charged at 0.45p per mile if filming location is over 20 miles from our WF15 base

Copyright

Customers are only permitted to use images/photographs that they own or are licensed for. All images/photographs are to be supplied by the customer. A full specification sheet of how to scan and supply images/photographs will be provided.

Ownership

Your MyLife MyStory film is a commission under the work for hire law. mylifemystory.co.uk retains the right to use small sections of the film for marketing purposes.

Safe Guarding

In the interest of all concerned. A person/family member must be in attendance of the interviewee during the initial meeting and in close proximity when the filming is taking place. All crew hold up to date DBS certification.

Unforeseeable circumstances

In the event of ill health or for an emergency reason from either party prior to the shoot, then the filming shall be rescheduled.

Cancellations

Payments paid by the customer to MyLife My Story will be accepted as a booking fee. If the customer cancels the order within 4 weeks before the filming or after the filming as taken place, the customer will be liable for the whole invoice value less the booking fee already paid. If the customer cancels their order more than 4 weeks prior to filming they shall forfeit the booking fee.

Insurance

Our film crew and equipment are insured and whilst all measures are taken for safety, interviewees feature in this video at their own risk.