Terms & Conditions

Last updated: June 2026

1. Introduction

These Terms & Conditions apply to all photography, filmmaking, videography, creative content and related services provided by CS Creative Productions.

By submitting a booking form, accepting a quote, paying a booking fee, or proceeding with a project, the client agrees to these Terms & Conditions.

For the purpose of these terms, “we”, “us” and “our” refers to CS Creative Productions. “Client”, “you” and “your” refers to the person, business or organisation booking our services.

Email: hello@cscreativeproductions.co.uk
Website: cscreativeproductions.co.uk
Location: South & West Wales, United Kingdom

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2. Services We Provide

CS Creative Productions provides photography, filmmaking, videography and creative content services, including but not limited to:

- Wedding photography
- Wedding films
- Engagement shoots
- Portrait photography
- Sports photography and videography
- Modelling photography
- Pet photography
- Event coverage
- Restaurant and brand content
- Promotional videos
- Social media content creation
- Prints
- Custom photography and film projects

The exact service, package, deliverables, date, location, price and project details will be confirmed in writing through a quote, invoice, booking confirmation or email agreement.

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3. Quotes and Pricing

All quotes are based on the information provided by the client at the time of enquiry.

Quotes may include photography, filming, editing, planning, travel, additional services, prints or other agreed costs.

Quotes are valid for 7 days unless otherwise stated. After this period, availability and pricing may change.

If project details change after a quote has been issued, including location, timings, deliverables, number of creatives required or additional requests, the total cost may be adjusted.

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4. Bookings

A booking is not confirmed until:

- We have confirmed availability;
- The client has accepted the quote;
- The required booking fee has been paid; and
- Any requested booking information has been provided.

Dates are not reserved until the booking fee has been received.

Once the booking fee has been paid, the agreed date and time will be reserved for the client.

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5. Booking Fees

A booking fee is required to secure all bookings.

The booking fee covers administration, communication, planning, preparation and the reservation of the agreed date. By reserving a date, we may turn away other work for that same date.

Our standard booking fee structure is:

- Projects under £300: 25% booking fee
- Projects from £300 to £1,000: 30% booking fee
- Projects over £1,000: 40% booking fee

Alternative booking fee amounts may be agreed in writing depending on the project.

Booking fees are generally non-refundable if the client cancels, as they cover time, preparation and the reservation of the date. However, any refund or cancellation charge will be considered fairly and proportionately depending on the circumstances, work already completed, costs incurred and whether we are able to replace the booking.

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6. Payment Terms

The remaining balance must be paid by the due date stated on the quote, invoice or booking confirmation.

Unless otherwise agreed in writing:

- The booking fee must be paid within 7 days of receiving the quote or invoice.
- The remaining balance must be paid 14–30 days before the project date.
- For smaller sessions or short-notice bookings, full payment may be required before the shoot.

Final images, films, edits, downloads, prints or other deliverables will not be released until full payment has been received.

Late payment may delay delivery.

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7. Client Cancellation

If the client wishes to cancel a booking, they must notify us as soon as possible in writing.

If a client cancels, the booking fee may be retained to cover planning, administration, costs already incurred and the reserved date.

Depending on how close the cancellation is to the project date, additional cancellation charges may apply where we have already completed work, turned away other bookings, purchased items, hired equipment, arranged collaborators or incurred costs.

Any cancellation charge will be assessed fairly and based on the circumstances of the booking.

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8. Rescheduling

Clients should contact us as soon as possible if they need to reschedule.

We will do our best to offer an alternative date where possible, but this cannot be guaranteed.

If we are available on the new date, the booking fee may be transferred to the rescheduled booking.

If we are unavailable on the new date, this may be treated as a cancellation by the client.

For outdoor shoots, weather-related rescheduling may be discussed where conditions could affect safety, quality or the ability to complete the project.

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9. Our Cancellation or Inability to Attend

In the unlikely event that we need to cancel or are unable to attend due to illness, emergency, accident, extreme weather, equipment failure or circumstances beyond our control, we will make every reasonable effort to provide a suitable alternative solution.

This may include:

- Rescheduling the project;
- Offering an alternative creative where appropriate;
- Providing a refund for services not delivered; or
- Agreeing another suitable solution with the client.

Our liability will be limited to the amount paid by the client for the affected service.

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10. Cooling-Off Period

For bookings made online, by email or by phone, consumer clients may have a legal right to cancel within 14 days in certain circumstances.

If the client asks us to begin work during the 14-day cancellation period, such as planning, consultation, editing preparation, travel arrangements or other project work, the client agrees that they may be charged for work already carried out if they later cancel.

Where a project is due to take place within 14 days of booking, the client acknowledges that work may begin immediately to prepare for the project.

This section does not affect your statutory rights.

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11. Travel and Additional Costs

We are based in South & West Wales and work across Wales and the UK.

Travel costs may apply depending on the project location. Any travel charges will be included in the quote where possible.

Additional costs may apply for:

- Long-distance travel
- Parking
- Accommodation
- Venue fees
- Location permits
- Specialist equipment hire
- Additional editing
- Extra coverage hours
- Additional creatives or collaborators
- Prints or physical products

Any additional costs will be discussed with the client before being added, unless they are unavoidable on the day due to changes requested by the client.

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12. Shoot Times and Coverage

The agreed coverage time will be stated in the quote, invoice or booking confirmation.

Coverage begins at the agreed start time and ends at the agreed finish time.

If the client requires additional time on the day, this may be charged at an additional rate, subject to our availability.

Delays caused by the client, venue, guests, suppliers, weather, traffic or other circumstances may affect the amount of content captured. We are not responsible for missed shots due to delays outside our control.

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13. Client Responsibilities

The client is responsible for providing accurate information before the project, including:

- Correct date and time
- Location details
- Contact information
- Access requirements
- Schedule or timeline
- Must-have shots or key moments
- Venue restrictions
- Parking information
- Any safety concerns
- Any privacy restrictions

For weddings and events, the client is responsible for informing key people, guests, venues or suppliers that photography and/or filming will be taking place.

For business or commercial projects, the client is responsible for ensuring they have permission to use the location, products, branding, staff, models or any third-party materials involved in the shoot.

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14. Creative Style and Editing

By booking CS Creative Productions, the client acknowledges that they are familiar with our portfolio, editing style and creative approach.

Final creative decisions, including composition, colour grading, editing style, shot selection, music choice, pacing and final image selection, remain at the discretion of CS Creative Productions.

We will always aim to reflect the client's brief, ideas and preferences, but we do not guarantee exact replication of another photographer's, filmmaker's or brand's style.

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15. Raw Files and Unedited Content

Raw, unedited photographs, video footage, project files or audio files are not supplied as standard.

Only the final edited images, films or agreed deliverables will be provided.

Raw files may be supplied only if agreed in writing before the project and may be subject to an additional fee.

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16. Delivery Times

Delivery times vary depending on the type and size of the project.

Typical delivery times may include:

- Portrait sessions: approximately 1–2 weeks
- Events: approximately 2–4 weeks
- Brand content: approximately 2–6 weeks
- Wedding photography: approximately 4–8 weeks
- Wedding films or larger video projects: approximately 6–12 weeks

These times are estimates and may vary depending on workload, project complexity, revisions, client feedback, illness, technical issues or seasonal demand.

We will provide an estimated delivery timeframe when booking.

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17. Delivery Method

Final content will usually be delivered digitally through an online gallery, download link, file transfer platform or another agreed method.

Clients are responsible for downloading and safely storing their final content.

Download links and galleries may only remain active for a limited time.

We are not responsible for storing client files permanently after delivery. Backup storage is carried out where reasonably possible, but long-term storage is not guaranteed.

You may request physical copies at an additional cost.

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18. Revisions and Additional Edits

Reasonable minor revisions may be included where agreed as part of the package.

Additional edits, extended versions, extra images, re-edits, format changes, new exports or changes requested after delivery may be charged separately.

Revision requests must be made within 14 days of receiving the final content unless otherwise agreed.

We reserve the right to refuse editing requests that do not match our style, reduce the quality of the final work, or significantly change the agreed project scope.

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19. Prints and Physical Products

Where prints or physical products are ordered, prices, sizes, finishes and delivery times will be confirmed before purchase.

Print colours may vary slightly from digital previews due to screen differences, paper type, print finish and printing processes.

Physical products must be checked upon delivery. Any issues should be reported as soon as possible.

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20. Copyright

Copyright of all photographs, video footage, films, edits, designs and creative content remains with CS Creative Productions unless otherwise agreed in writing.

The client receives permission to use the final delivered content for the agreed personal, business or promotional purpose.

The client may not sell, licence, heavily edit, claim ownership of, or provide the content to third parties for commercial resale without written permission.

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21. Client Usage Rights

Personal clients may use delivered content for personal use, printing, sharing with family and friends, and posting on personal social media.

Business and commercial clients may use delivered content for their own website, social media, marketing, advertising and promotional materials, unless otherwise agreed.

Third-party use, resale, publication, paid advertising campaigns, large-scale commercial use or use by another business may require additional permission or licensing.

Credit to CS Creative Productions is appreciated when sharing online, but not always required unless agreed as part of the project.

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22. Portfolio and Marketing Use

Unless otherwise agreed in writing, CS Creative Productions may use selected photographs, video clips, behind-the-scenes content or final edits for portfolio, website, social media, advertising, awards, showreels and promotional purposes.

Clients should inform us before booking if they require full privacy, restricted sharing or delayed publication.

For sensitive projects, private events, children, schools, confidential business projects or other restricted situations, separate written permission may be required before public sharing.

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23. Music, Licensing and Third-Party Materials

For film and video projects, licensed music may be used where required.

Music choice will be selected based on the style, tone and licensing requirements of the project.

Clients may not request the use of copyrighted music unless suitable licensing is available and agreed.

Any third-party materials supplied by the client, including logos, music, images, footage or branding, must be legally usable. The client is responsible for ensuring they have permission to use any materials they provide.

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24. Model Releases and Permissions

Where models, staff, guests, performers, athletes, children, pets, venues, private property, branded products or restricted locations are involved, permission may be required.

The client is responsible for arranging permissions where they control the event, location, business, team or participants.

For projects involving children or young people, permission from a parent, guardian, school, organisation or responsible adult may be required.

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25. Venue Rules and Restrictions

Some venues may have restrictions on photography, filming, lighting, drones, flash, tripods, microphones, movement or access.

The client is responsible for informing us of any restrictions before the project.

We are not responsible for missed shots or reduced coverage caused by venue restrictions, late information, access issues or rules imposed on the day.

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26. Safety

We reserve the right to stop, pause, rearrange or refuse any shoot where we believe there is a risk to safety, equipment, clients, guests, the public, animals, property or ourselves.

Clients must not request unsafe, illegal or unreasonable shots.

For pet, sports, outdoor or event shoots, the client is responsible for ensuring the environment is suitable and safe.

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27. Equipment Failure and Data Loss

We take reasonable care to use suitable equipment, memory cards, storage and backup processes.

However, in rare cases, technical failure, file corruption, accidental damage, theft or circumstances beyond our control may affect the final content.

Where possible, we will attempt to recover, recreate or resolve the issue.

Our liability will be limited to the amount paid by the client for the affected service.

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28. Force Majeure

We are not liable for failure or delay caused by events outside our reasonable control.

This may include extreme weather, illness, accident, transport disruption, venue closure, power failure, equipment failure, fire, flood, pandemic restrictions, government action, emergencies or other unavoidable circumstances.

Where possible, we will work with the client to rearrange or find a suitable solution.

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29. Complaints

If the client has a concern about the service or final content, they should contact us in writing as soon as possible.

We will review the issue and aim to resolve it fairly.

Complaints about final content must be made within 14 days of delivery.

We are not responsible for issues raised after content has been approved, downloaded, printed, published or used.

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30. Privacy and Data Protection

Personal information is handled in accordance with our Privacy Policy.

Clients should read our Privacy Policy before submitting forms, booking services or providing personal information.

Privacy Policy: cscreativeproductions.co.uk

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31. Agreement

By submitting a booking form, accepting a quote, paying a booking fee, or proceeding with a project, the client confirms that they have read, understood and agreed to these Terms & Conditions.

These Terms & Conditions may be updated from time to time. The version in place at the time of booking will usually apply to that booking unless otherwise agreed.