Terms & Conditions

Sapphire Production — sapphireproduction.co.uk

1. Introduction

These Terms & Conditions govern your use of the Sapphire Production website (sapphireproduction.co.uk) and the booking of our wedding, event, commercial, music video and photography services. By using this website or booking our services, you agree to be bound by these terms.

2. Services

Sapphire Production provides videography and photography services including wedding films, event coverage, commercial production, fashion and music video production. Service details, packages and pricing are agreed individually with each client and confirmed in writing or via a separate booking agreement.

3. Bookings & Deposits

A booking is only confirmed once a non-refundable deposit (where applicable) has been received and a date has been agreed in writing. The remaining balance is due as set out in the individual booking agreement, and full payment is required before final footage, photographs or edited files are delivered.

4. Cancellations & Rescheduling

Cancellations must be made in writing. Deposits are non-refundable. If a client wishes to reschedule, we will use reasonable efforts to accommodate a new date subject to availability; an additional fee may apply for rescheduling within a short period of the original date.

5. Delivery of Work

Estimated delivery timeframes for edited videos, photographs and final products will be communicated to the client. While we aim to meet these timeframes, delivery dates are approximate and may vary due to factors outside our control.

6. Copyright & Usage Rights

Sapphire Production retains copyright and ownership of all raw footage, photographs and edited material produced. Clients are granted a licence to use the final delivered files for personal, non-commercial purposes. Sapphire Production reserves the right to use any footage or images for portfolio, marketing, social media and promotional purposes unless the client requests otherwise in writing prior to the event.

7. Client Responsibilities

Clients are responsible for providing accurate event information, timings and access arrangements. Sapphire Production cannot be held responsible for missed moments due to incorrect information, venue restrictions, or circumstances beyond our control (including equipment failure, illness, accidents or extreme weather).

8. Liability

Sapphire Production will take all reasonable care in providing its services. However, in the unlikely event that footage or images are lost, corrupted or otherwise unusable due to circumstances beyond our reasonable control, our liability is limited to a refund of fees paid for the affected portion of the service.

9. Website Use

All content on this website, including text, images, videos, logos and design elements, is the property of Sapphire Production unless otherwise stated, and may not be reproduced, copied or used without prior written consent.

10. Privacy

Personal information submitted via this website (e.g. through contact or enquiry forms) is used solely for the purpose of responding to enquiries and providing our services, and will not be shared with third parties except where necessary to deliver the service or as required by law.

11. Changes to These Terms

Sapphire Production reserves the right to update or amend these Terms & Conditions at any time. Continued use of the website following any changes constitutes acceptance of the revised terms.

12. Contact

For any questions regarding these Terms & Conditions, please contact us at info@sapphireproduction.co.uk or 0208 292 4563. Address: 9 Vicarage Parade, West Green Road, N15 3BL, London.

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