

Terms and Conditions

1. Securing Your Date

A non-refundable deposit is required to secure your wedding or event date. Dates are not held until the deposit has been received.

- An invoice will be issued once your package is confirmed
- The deposit must be paid within 7 days of invoice date
- If payment is not received within this time, the date may be released to another client

2. Payments

The remaining balance is due no later than 7 days before your wedding or event.

- Reminder emails will be sent
- Payments can be made via bank transfer or secure payment link
- Failure to pay the balance on time may result in services being withheld

3. Travel Fees

With Love is based in Cardiff. Events outside Cardiff incur a travel fee of £0.45 per mile, calculated from Cardiff and added to your final invoice.

4. Long-Term Bookings (24+ Months in Advance)

Bookings are accepted up to three years ahead.

While every effort is made to honour long-term bookings, in the unlikely event that services cannot be fulfilled due to changes in availability or business operations, clients will be offered:

- A suitable replacement (where possible), or
- A full refund of payments made (excluding services already delivered)

5. Cancellations

- All deposits are non-refundable
- If cancellation occurs after the balance has been paid, partial refunds may be considered depending on notice period and work already completed
- Date changes are treated as cancellations unless otherwise agreed

6. Delivery of Content

Edited wedding content is delivered within 48 hours of the event. Raw footage is delivered within 24 hours of the event. Delivery times may vary slightly during peak season.

7. Creative Style

By booking With Love, you acknowledge that you are familiar with our editing style, filming approach, and creative direction. Final content is delivered in line with this artistic style, and re-edits are not included.

8. Media Usage & Privacy

With Love by Bethan is a portfolio-based creative business. Sharing wedding content is an essential part of marketing and showcasing work.

Unless otherwise agreed in writing, clients grant permission for selected photos and video clips to be used for:

- Social media
- Website portfolio
- Promotional materials
- Behind-the-scenes content

Content shared will always be professional, respectful, and aligned with the brand.

Privacy Requests

Full media privacy is available as an add-on service and carries a £250 privacy fee, as it limits business marketing use.

A limited sharing agreement may also be arranged, such as:

- Delayed posting
- Non-identifying content only (details, décor, venue, hands, back-of-head moments)

Without a written privacy agreement, standard promotional usage applies.

9. Data Protection

Client information is stored securely and used only for booking and communication purposes. Personal data will never be sold or shared with third parties.

10. Pricing Guarantee

Once a booking is secured with a deposit, the agreed package price is fixed and will not increase.

11. Promotional Offers

Promotional discounts apply only to bookings made during the promotional period and cannot be applied retrospectively.

12. Liability

With Love is not liable for missed coverage due to:

- Venue restrictions
- Interference from guests or other suppliers
- Weather conditions
- Schedule delays beyond reasonable control

13. Agreement

Payment of the deposit confirms acceptance of these Terms & Conditions.

with love.

Weddings | Events | Content Creator