

TERMS & CONDITIONS:

This agreement constitutes a contract for wedding photography/videography services and a model release. Upon signing, Bridal Moments will reserve the agreed date and time. In exchange for payment by the wedding couple of the full package price, the services to be provided by the photographer/videographer under this contract are:

1. *Bridal Moments* will provide photography/videography services on the day of the wedding.
2. *Bridal Moments* will be the main photographer/videographer.
3. The photographer/videographer shall use everything possible to capture the essential elements of the wedding ceremony, including reception and group photos according to the package that was purchased previously (this should not be considered a guarantee to capture any specific scene or image but rather a general listing of photography/videography services provided of this nature). In the case of videos, the videographer will select the moments based on quality and experience. During the ceremony it is important to use the audio equipment (microphone) given by *Bridal Moments* staff. If the wedding couple chooses to use another device external from us, *Bridal Moments* will not be responsible for the quality of the final result. Special requests regarding the edition have to be made prior to the wedding. *Bridal Moments* does not work with fixed cameras.
4. Refunds, whether partial or complete, will be determined at discretion of *Bridal Moments*.
5. The wedding couple will obtain full resolution images in JPG format and / or videos in digital format with "Home Use Rights" which may be used for personal, non-transferable and non-commercial uses. You can make as many copies and prints as you want either for yourself or as a gift. You may place low resolution copies on your personal website for viewing as long as the images or footage are personally responsible for communicating the limitations of this agreement to anyone who receives a copy. You are personally responsible for any illegal use arising from the distribution of these images to another person. The customer may not sell or commercially use images/footage of these files in original or edited form. No rights to the files may be transferred to any other person or company for profit or as a gift. Customers grant *Bridal Moments* permission to display selected images/videos resulting from this assignment as an example of their work and release all profit claims that may arise from the use of the images/footage.
6. In case of postponement or change of date, all payments are non-refundable, but can be transferred to a new date if available.
7. In case of cancellation within 24 hours prior to the service, the payments are non-refundable. In case of cancellation of only a part of the services to be provided, only the corresponding part of this package will not be refundable. In case *Bridal Moments* chooses to cancel for any reason, all payments received will be refunded.

8. The tolerance time for photography and videography services will be 10 minutes after the start time (established in this form). We do our best to get to the locations on time but are not responsible for delays or lack of assistance caused by circumstances beyond our control, such as traffic delays, severe weather conditions, unforeseen illness/disability, accident, camera or equipment failure. In such circumstances, we will contact you as soon as possible to discuss alternative arrangements.
9. After 5 hours of service, it is the client's obligation to provide food and beverages for the *Bridal Moments* staff on duty.
10. Photos will be produced within the next 15-18 weeks from the date of the event. The photo selections of the wedding albums must be finalized by the client no later than 60 days from the date the download link was received. If *Bridal Moments* does not receive the album selection, we do not guarantee any material after 90 natural days of service.
 - a) Bridal Moments executes a selection that contains all the moments that happened on the day of the coverage, these previously selected photos are the best so that the *Soft Edition can be made.
 - b) If the purchased package includes a book or in any case these photos are purchased, they include a *Full Edition.
 - c) Changes in the Soft Edition previously delivered, this can be done with an additional price and the cost depends on the number of photos requested and the complexity of the requested changes.
11. Videos will be sent to the client within 15-18 weeks from the event date. If *Bridal Moments* does not receive a response, we will not guarantee the material after 60 days of service.
 - a) It is important that the client provides a list of songs and if, in any case, an example of how they would like the video to be edited so that *Bridal Moments* can resemble the final result, all for the client's total satisfaction.
 - b) Changes in the video edition, after being delivered, this can have 2 revisions of changes of up to 10 modifications, it is important to emphasize that a correction does not count as a modification. For example: If there are camera movements or a bad cut in the delivered video, this is a correction, compared to a unwanted guest that the client does not want to appear in their video or wants to remove something, this is a change.
 - c) In case the client wants *Bridal Moments* to redo their final edited video, this will have an additional cost that will be based on Bridal Moments criteria.
12. *Bridal Moments* is not responsible for possible inconveniences beyond our control, such as the behavior of clients, guests or staff in the hotel, in any case, they interrupt important moments and this leads to the client not obtaining the expected results. Therefore, the job of the photographer/cameraman is to direct the wedding couple a to have a satisfactory result.

**Soft edition: Frames are made, repeated photos are removed, exposure and color temperature are equalized from one photo to another.*

*Full edition: Remove elements that contaminate the photo, shine on the skin, flying hair, closed eyes, signs, lose weight, etc.

13. *Bridal Moments* will keep your material for 1 year after the event. If we have not received a response, the material will be deleted.
14. Due to high season, *Bridal Moments* is able and will change delivery dates if necessary. Our main goal is to deliver the highest quality work, so we need adequate time to work on every detail. In this case, *Bridal Moments* will provide new delivery dates for the wedding couple.
15. *Bridal Moments* does not post any unedited material (Raw/Footage) as part of purchased packages.
16. Shipping duties and taxes are not included in the package.
17. Service charges will be charged by the assigned wedding designer after written confirmation.
18. Services cannot be refunded or rescheduled in case of any inappropriate weather conditions where the service cannot be provided in accordance with this contract.
19. In case of delays during the event, *Bridal Moments* cannot guarantee the achievement of the quantity of images/footage established in the purchased package. Only if the delay is caused by the photographer/videographer, the delay time will be added to the service.
20. The packages established in this contract cannot be modified once signed. However, the customer can update the existing contract or add additional services or hours. *Bridal Moments* cannot guarantee the availability of updates/add-ons without notification at least 24 hours prior to service.
21. *Bridal Moments* will make every effort to secure a replacement photographer/videographer in the event in case of illness or injury to the assigned photographer/videographer. In the unlikely event that a suitable replacement cannot be found, liability is limited to the refund of payment received according to the package.
22. *Bridal Moments* has great care with transportation, processing and display of photographs/footage. However, in the unlikely event of theft, loss or destruction for reasons within or beyond the control of *Bridal Moments*, your liability is limited to the refund of all payments received according to the package. The limit of liability for a partial loss of originals will be a prorated amount of exposures/losses based on the percentage of the total amount of originals/footage.
23. The packages include images edited in software and will be professionally edited in terms of color, lighting, exposure, textures, contrast among other basic elements to ensure a high-quality product. However, for any profound editing (removing bracelets, tattoos or guests from the background, photomontages, hair color changes, body changes and removing sweat or shine), an additional cost applies depending on the difficulty and quantity of the images.

24. Once the package deliveries have been sent, all your media files will be kept on our servers for three months and will be deleted after that period of time. If the wedding couple require any additional material, they should contact the *Bridal Moments* executives.
25. In case the client requests to extend his guarantee of photographs in our database for 6 months, the client must cover the cost of \$499 USD.
26. Drone service: This service can only be requested with the videography package. In case of any inappropriate weather conditions, the drone will not be able to fly and the pilot would have the authority to cancel the service. In case of unsubstantiated cancellations, we will issue a 50% refund.
27. Trash the Dress service, this service will only be added in the additional acquisition of any of our packages, be it only photo or video and/or combined. This is scheduled after the wedding day and according to the availability of the client and the photographer.
28. Live streaming service: In case of cancellation or change of confirmed events, it must be informed 48 hours before the scheduled date of the event. In that case, the amount collected will be fully reimbursed. In case of cancellations with less than 24 hours from the scheduled date of the event, 50% of the cancellation charges will be applied. At the end of the service, the customer will receive an SD card with the material. No further editing work will be applied.
29. Your signature is essential if it is not received within the next 4 business days after receiving it, it will be taken for granted.

BRIDAL
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PHOTO & VIDEO

Name and Signature