



Terms and Conditions

1. Session Fee

1.1 If a booking fee has been paid then this is non-refundable in any circumstance unless clause 2.5 applies. The booking fee secures the booking for the client.

1.2 The booking fee covers the time for the session by Clare Wilson Photography.

1.3 No images, products or other items are included in the session unless clause 10.4 applies.

1.4 Payment for the session is required within 48 hours of the booking. The session will be reserved for 48 hours, after which time it may be offered to someone else if no payment has been made.

1.5 Payment is to be made via Bank Transfer only.

Please make transfers to:

Nationwide Building Society

sortcode: 07 01 16

account number: 46838096

2. Cancellation

2.1 If the client cancels the appointment for any reason, the session fee will be non-refundable.

2.2 Due to unforeseen circumstances, the session may be required to be moved by either Clare Wilson Photography or by the client.

2.3 If the client requires the booking to be moved, Clare Wilson Photography will offer alternative dates available. If the client cannot attend the alternative session dates then booking will be cancelled and clause 1.1 will apply.

2.4 If Clare Wilson Photography require the booking to be moved due to reasons other than clause 2.3, alternative dates will be offered. If the client cannot attend the sessions then booking will be cancelled and clause 1.1 will apply.

2.5 If Clare Wilson Photography fail to appear for the session without giving prior notice, then a full refund will be given to the client.

2.6 If your child is ill, please let Clare Wilson Photography know as soon as possible. Clause 2.2 & 2.3 will apply in this instance.

2.7 If you fail to notify Clare Wilson Photography that your child(ren) is ill then we reserve the right to cancel the session and clause 1.1 will apply.

2.8 If a rescheduled session is cancelled by the client (for whatever reason) then a new session fee will be required to be paid by the client if they wish to book in again, and the original session fee is non-refundable.

2.9 If you or a member of your household has had CoVid 19 Symptoms within the last 14 days please do not attend your session and contact Clare Wilson Photography to rearrange your session.

3. During the session

3.1 The session will be carried out at my home studio at CF83 1FA unless the session is a location shoot.

3.2 Animals are not allowed in the studio.

3.3 The studio is not equipped for animals.

3.4 We only have space for a maximum of 3 adults in the studio, sessions with more than 3 adults may require a venue hire, this will be payable by the client and pre-agreed.

3.5 Please discuss any requirements prior to the session. If you have an idea of certain types of images required please let Clare Wilson Photography know prior to the session.

3.6 The photographer will position the baby/child in the most suitable position ensuring safety and comfort at all times.

3.7 The photographer will use best judgement and experience to ensure that all the photographs are of the highest quality.

3.8 If you are unhappy at any time during the session, please let the photographer know as soon as possible so that any issues can be discussed and resolved.

3.9 All necessary steps will be taken to produce high quality images but in the unfortunate event where the child/children will not settle or refuse to participate, Clare Wilson Photography will not be held responsible should the amount of images taken be reduced. The photographer does not undertake to guarantee any specific picture nor incorporate any specific background, location or group arrangement.

3.10 No refund will be offered in the circumstance detailed in 3.9, however, Clare Wilson Photography may be able to offer to reshoot the session at a later date but this is not guaranteed.

3.11 The client can not take photos or videos on their mobile photos of the session, unless given expression permission by Clare Wilson Photography.

4. After the session

4.1 After the session is completed, a viewing session will be arranged for the client to view their images.

4.2 Clare Wilson Photography will select and edit your images and any images which fall below the standard expected will be deleted securely.

4.3 There is no minimum quantity of images for viewing session. The quantity of images will be dependent on the session.

5. Viewing Session

5.1 Viewing sessions take place at 9, St Teilos Way, Caerphilly, CF83 1FA.

5.2 The client will select the images they wish to keep at the viewing session. If the client cannot decide at the viewing session they may come back on an alternative day to select their images at a new viewing session.

5.3 The client will not be provided with a contact sheet of images to take away.

5.4 The client cannot take photos or videos on their mobile photos of the viewing session.

5.5 Decisions made on the pay will be invoiced, and once paid will follow the Ordering & Delivery terms.

5.6 After the viewing session images are moved into storage for a period of 18 months.

5.7 During the storage period, the images will be available to view at the request of the client. Any request can take up to 7 days to locate and retrieve the images. This will be subject to a fee of £25 for retrieval of images.

5.8 Any additional purchases made from archived images will be charged at the current rate at the time of unarchiving.

5.9 Any promotions given at the time of the session will be voided if an unarchive request is made.

5.10 After 18 months, the photos may be deleted securely.

6. Copyright

6.1 Clare Wilson Photography retains all copyright to the images taken and hereby grants the client unlimited but non-exclusive rights to use or re-produce the photographs (digital or prints) for which the client has ordered and paid for (payment must be complete and cleared). Clare Wilson Photography reserves the right to use any photographs in any form such as, but not limited to, advertising, marketing and reproduction.

6.2 Should the client wish that their images are not used as stated in 6.1, written request must be made within 7 days of the session.

6.3 Should no request be given then it is presumed that authority has been given to use the images as required by Clare Wilson Photography.

6.4 No exceptions to the ownership of the copyright will be granted in any circumstances.

6.5 Copying, scanning or screen printing of any images prior to purchase is strictly forbidden. Any client found to have copied, scanned or screen printed (including 'screen shot' on smart phones or tables) will be invoiced for the cost of photo or the minimum order value, whichever is highest.

6.6 RAW Files will not be available in any circumstances.

6.7 The resale of images is forbidden, as is any commercial use without prior permission (including reposting on Social media). Original files remain the property of the photographer. If any images wish to be used by a commercial body then they must request permission which made me subject to a fee to use the images.

7. Ordering

7.1 Standard editing: This consists of smoothing and adjusting light level.

7.2 Advanced editing: Removal of hands, extending backgrounds, major changes to images.

7.3 Photos will not be released until any additional charges have been paid for in full.

7.4 Any editing requests will be considered but final editing decisions will be with the photographer.

7.5 Advanced editing can take up to 28 days to complete.

7.6 Any physical product ordered will be delivered within 10 working days from date of payment completed. This time may be extended dependant on time of the year.

7.7 If the client orders digital images only, they may have them printed at a location of their choice. A print release statement will be given with any digital image order stating that the client has reproduction rights to the images.

7.8 Clare Wilson Photography cannot be held responsible for the quality of the product when ordered from a third party direct by the client.

7.9 No additional editing by the client or by a third party instructed by the client is permitted on any image supplied by Clare Wilson Photography. This includes the use of filters, cropping or changing images to Black and White.

8. Delivery

8.1 Items must be collected from 9, St Teilos Way, Caerphilly, CF83 1FA or items can be posted by Signed for delivery for £4.55, payable by the client. This does not include Wall Art, where postage costs are included.

8.2 Multiple items may not arrive all at the same time.

8.3 Please allow 10 working days for delivery from completion of payment.

8.4 Any items that were incorrectly ordered will not be refunded if the order has been accepted by the printers.

8.5 Any items that are incorrectly ordered must be reported with 24 hours of the order being placed. Outside of this time the order cannot be cancelled.

8.6 Any items that arrive damaged must be reported with it 24 hours. These will then be re-ordered from the printers. Any damaged items must be returned to Clare Wilson Photography.

8.7 In the event of items delivered damaged as mentioned in 8.6, Clare Wilson Photography MUST be notified within 24 hours of delivery to enable us to notify the courier and printers. Issues reported outside of this time will be rejected.

9. Digital Images

9.1 Digital images are non-refundable under any circumstances. As soon they they have been paid for and sent by Clare Wilson Photography, or provided on USB, they have been delivered.

9.2 It is recommended that a laptop or desktop PC is used to download the images. Some handheld devices (smart phones and tables) may not support the downloading of digital images supplied by Clare Wilson Photography. Clare Wilson Photography will not be held responsible if your device does not support the downloads.

10. Promotions

10.1 From time to time Clare Wilson Photography will offer promotions on sessions and/or products. Full details of the current promotion will be available on request.

10.2 Products may be included in the promotion and will only be available for the duration of the promotion

10.3 Promotions are non-refundable and non-exchangeable

10.4 If products are offered, these will be detailed in the promotion or offer.

11. Vouchers

11.1 Clare Wilson Photography can create vouchers to be given to family or friends. Each voucher is given a unique reference code to prevent against fraud.

11.2 The voucher will be valid from the date of cleared payment and will be valid for 1 year unless by prior arrangement

11.3 A name for the voucher will be required and no voucher will be issued without a name.

11.4 You may be provided with a voucher off Wall Art, or a future Session as part of your package, these will contain the valid till date, after this time the voucher is no longer valid.