KATE MALLENDER PHOTOGRAPHY

Terms & Conditions – Personal Clients

Weddings, portraits and celebrations booked by individuals. Version 1.0, October 2026.

These terms apply to weddings, portraits, parties and other photography booked by individuals. Your booking form or confirmation email sets out the details - date, times, venue and price - and these terms apply alongside it.

Booking for a business or organisation? Please see my terms for business clients at katemallender.com/terms-business.html.

1. Booking and payment

- **Weddings:** a £250 booking fee secures your date and comes off the total price. The balance is due two weeks before the wedding.
- **Portraits, parties and other sessions:** payment is due on the day of the shoot.
- Extra hours on the day are £100 per hour for weddings, or as quoted for other sessions. Travel outside 20 miles of York is charged at 55p per mile, and overnight accommodation at £100 per night/at cost if more than £100 where needed.

2. Your right to cancel within 14 days

If you book online, by email or by phone, you can cancel within 14 days of booking and get a full refund, including the booking fee. If your shoot falls within those 14 days and you have asked me to go ahead, you will pay for any work already done.

3. Cancelling or postponing later

After the first 14 days, cancellation charges reflect the work I have turned away to keep your date free:

- more than 12 weeks before the date: the £250 booking fee is kept;
- between 4 and 12 weeks before: 50% of the agreed price;
- less than 4 weeks before: the full agreed price.

If your plans are postponed rather than cancelled, I'll move your booking to the new date if I'm available, and transfer what you have paid.

If I can't attend because of illness or an emergency, I will do everything I can to find a suitably experienced replacement photographer. If that isn't possible, you will get a full refund of everything you have paid.

4. On the day

- I'll do my best to capture any photos you ask for, depending on time, weather and the people involved being available.
- In bad weather I'll work with you to adjust the plan and make the most of the time we have.
- Some venues, churches and registrars limit where or when photos can be taken. I'll follow their rules, and I can't be responsible for missed photos because of them, or because people weren't ready on time.
- If your day runs late for reasons outside my control, I'm happy to stay on, and the extra time is charged at the hourly rate above.

5. Your photographs

- You'll receive a selection of fully edited, high-resolution images (for weddings, at least 200) through a private online gallery. Duplicates and unusable shots are left out. RAW (unedited) files are not supplied.
- Your gallery stays online for at least 90 days. Please download and back up your photos – I keep a backup for 12 months.
- Colours of some fabrics can photograph slightly differently from how they look in person. I'll always aim for natural, true-to-life colour.

6. Using your photographs

I own the copyright in the photographs, as the Copyright, Designs and Patents Act 1988 provides. Once you have paid in full, you are free to use them for personal purposes, for as long as you like:

- print them, frame them, and make albums and gifts;
- share them with family and friends, and post them on your own social media;
- send them to your venue or suppliers to use with a credit to Kate Mallender Photography.

Please ask me first before using them commercially – for example in advertising, selling them, or entering them in competitions. An Instagram tag to @katemallenderphotography when you share them online is always appreciated.

7. My own use of your photographs

I may show a selection of your photographs in my portfolio, on this website and on my social media. If you would rather I didn't, or would like particular photos or people left out, just tell me – before or after your shoot – and I will respect that.

8. If something goes wrong

- If you're unhappy with anything, please tell me and I'll do everything reasonable to put it right quickly and fairly.
- I hold public liability and professional indemnity insurance.
- If equipment failure, data loss or events outside my control (such as severe weather or venue closure) mean I can't provide some or all of your photographs, I will refund what you have paid for the part not delivered.
- Nothing in these terms affects your legal rights as a consumer.

9. General

- Your booking is covered by the version of these terms that was current when you booked.
- Any changes to your booking need to be agreed in writing – email is fine.
- My privacy notice (katemallender.com/privacy.html) explains how I look after your personal information.
- These terms are governed by the law of England and Wales.