

Wylde Eden Collective

Wedding Content Creation Terms & Conditions

Version 1.2 | October 2026

These Terms & Conditions set out the arrangements under which Wylde Eden Collective provides wedding content creation services.

Please read them carefully before proceeding with your booking. These Terms & Conditions are provided alongside your booking invoice and form part of the agreement between you and Wylde Eden Collective.

Your booking is confirmed once the agreed package and price have been accepted, the required booking deposit has been received, and you have confirmed your acceptance of these Terms & Conditions.

Your statutory consumer rights remain unaffected.

Key terms at a glance

This summary is for convenience only. The full clauses below apply.

Topic	Summary
Booking deposit	£50, deducted from your total package price (clause 4)
Balance due	30 calendar days before the wedding date (clause 6)
Cancelling	14-day cooling-off right for bookings made at a distance, then the cancellation scale in clause 7 (clauses 7 and 8)
Travel	Included up to 60 return road miles from Alloa, then £0.55 per extra mile. Overnight accommodation, where needed, is agreed in advance (clause 11)
Coverage hours	Limited to your package hours plus any extra hours (£65 per hour), and never later than 9pm (clause 12)
Supplier meal	Client must provide one suitable meal and drinks for bookings of six hours or more on site (clause 12)
Delivery	Target timeframe stated in your package description, counted from the end of your coverage (clause 19)
Download access	Links normally stay live for 30 days (clause 20)
Using your content	Personal use and personal social media accounts (clause 23)
Our promotional use	Only with your separate permission (clause 24)

1 About Wylde Eden Collective

- 1.1** Wylde Eden Collective is an independent, sole-trader business based in Clackmannanshire, Scotland.

- 1.2** Throughout these Terms & Conditions, “we”, “us” and “our” refer to Wylde Eden Collective. “You”, “your” and “the Client” refer to the individual or individuals making the booking.
- 1.3** Where two people make a booking together, you are each responsible for the booking and for payment, and we may take instructions from either of you, including a request to cancel, unless you tell us otherwise in writing.
- 1.4** These terms apply specifically to wedding content creation services. Separate terms may apply to event styling, decorative hire, floral arrangements and other services.

2 Nature of Our Services

- 2.1** Wylde Eden Collective provides wedding content creation services focused on capturing candid moments, behind-the-scenes footage, photographs and short-form video content.
- 2.2** Our services are designed primarily for digital sharing, social media and personal memories.
- 2.3** Wedding content creation is distinct from professional wedding photography and traditional cinematic videography. We do not replace the services of a professional photographer or videographer.
- 2.4** The precise services, coverage duration and deliverables are determined by the package selected and any additional arrangements agreed in writing.
- 2.5** We are not wedding planners or day coordinators. We do not manage your timeline, your other suppliers or your guests, and we are not responsible for how the day runs. When we talk about co-ordination, we mean working with you and your suppliers so that we can capture your content smoothly.

3 Booking Enquiries and Availability

- 3.1** Initial enquiries do not constitute confirmed bookings.
- 3.2** Dates are offered subject to availability and may remain available to other clients until the booking requirements have been completed.
- 3.3** A booking is confirmed only when:
 - (a) The selected package and total agreed price have been confirmed.
 - (b) The Client has accepted these Terms & Conditions.
 - (c) The required booking deposit has been received.
- 3.4** We will provide written confirmation once the booking is secured.

4 Booking Deposit

- 4.1** A booking deposit of £50 is required to secure your wedding date unless otherwise agreed in writing.
- 4.2** The deposit forms part of the total package price and is deducted from the remaining balance.
- 4.3** The deposit is not an additional charge.
- 4.4** Deposit refunds and cancellation arrangements are governed by clauses 7 and 8, together with applicable consumer law.

5 Package Prices and Additional Charges

- 5.1** Package prices are those agreed at the time of booking and confirmed in your invoice or booking correspondence.
- 5.2** Any agreed additional coverage, travel expenses, upgrades or supplementary services will be identified separately.
- 5.3** We will not introduce additional charges without notifying the Client and obtaining agreement.
- 5.4** Changes to the selected package may affect the total amount payable.

6 Payment Terms

- 6.1** The £50 booking deposit is payable upon acceptance of the booking arrangements.
- 6.2** Unless otherwise agreed in writing, the remaining balance is due 30 calendar days before the wedding date.
- 6.3** Where a booking is made within 30 days of the wedding, the full amount may be required at the time of booking.
- 6.4** Payment instructions and the applicable due dates will be stated on the invoice.
- 6.5** If payment is overdue, we will contact the Client and provide an opportunity to resolve the matter before considering suspension or cancellation of services.
- 6.6** Any cancellation or retention of payments arising from non-payment will remain subject to applicable consumer law and the circumstances of the booking.

7 Client Cancellation

- 7.1** Cancellation requests must be made in writing by email to hello@wyldeeden.com.
- 7.2** If you cancel after any statutory cooling-off period under clause 8 has ended, the following applies, based on how far ahead of the wedding date we receive your cancellation:

When we receive your cancellation	What happens
More than six calendar months before the wedding date	The £50 deposit is refunded in full.
Within six calendar months, but more than 30 days before	The deposit is kept. Nothing further is payable.
30 days or fewer, but more than 7 days before	50% of the total package price is payable, including the deposit. Any payment you have already made above that amount is refunded.
7 days or fewer before	100% of the total package price is payable, including the deposit, subject to clause 7.4 if we manage to rebook your date.

- 7.3** These amounts are a genuine estimate of our losses. Once a date is held for you we turn away other bookings, and it becomes harder to fill that date again as it gets closer. They are not a penalty.
- 7.4** If we manage to rebook your date with another client, we will refund the amount we have kept above the £50 deposit.
- 7.5** Any refund due will be paid within 14 days of your cancellation, using the same payment method you used, unless you agree otherwise.
- 7.6** Your cancellation rights under clause 8 apply in addition to this clause and take priority where they apply.

8 Statutory Cancellation Rights (14-Day Cooling-Off Period)

- 8.1** If you make your booking online, by email, by telephone or by another distance method, you have the right to cancel it within 14 days without giving a reason. This applies even if the wedding is many months away.
- 8.2** The 14 days begin on the day after your booking is confirmed under clause 3.
- 8.3** To cancel, tell us clearly in writing by email to hello@wyldeeden.com. You can use the form at the end of this clause, but you do not have to. Your cancellation is in time if you send it before the 14 days end.
- 8.4** If you cancel under this clause, we will refund everything you have paid within 14 days of receiving your cancellation, using the same payment method you used, unless you agree otherwise.
- 8.5** We will not start work during the 14 days unless you ask us to in writing. If you ask us to start and then cancel, we may deduct a fair and proportionate amount for the services already provided up to the point you told us you were cancelling.
- 8.6** If your booking was made in person rather than at a distance, the cooling-off right may not apply, and clause 7 applies instead.
- 8.7** Model cancellation form (complete and send only if you wish to cancel):

To Wylde Eden Collective, hello@wyldeeden.com: I/We hereby give notice that I/we cancel my/our contract for the supply of wedding content creation services for the wedding on [wedding date], booked on [date of booking]. Name(s) of client(s): [name(s)]. Date: [date].

9 Postponements and Date Changes

- 9.1** Requests to change the wedding date must be submitted in writing.
- 9.2** We will make reasonable efforts to accommodate a revised date, subject to availability.
- 9.3** If we are available on the revised date, the booking may be transferred by written agreement.
- 9.4** Any changes in price, travel requirements or services will be agreed before the revised booking is confirmed.
- 9.5** If we are unavailable on the proposed new date, we will tell you promptly. You may then choose another date that we can offer, or cancel and receive a full refund of all payments you have made. Clause 7 will not apply to a cancellation made for this reason.

10 Cancellation by Wylde Eden Collective

- 10.1** In the unlikely event that we are unable to fulfil a confirmed booking due to illness, emergency or another circumstance beyond our reasonable control, we will notify the Client as soon as reasonably practicable.
- 10.2** Where appropriate, we may offer a suitable replacement content creator, subject to the Client's agreement.
- 10.3** If no acceptable alternative can be arranged and we cannot provide the contracted services, payments for services not supplied will be refunded in full within 14 days.

11 Travel and Mileage

- 11.1** Package prices include travel of up to 60 return road miles from our starting location in Alloa, Clackmannanshire (roughly 30 miles each way).
- 11.2** Where the agreed journey exceeds 60 return road miles, additional mileage is charged at £0.55 per mile for the excess distance.
- 11.3** Distances will be calculated using a standard online mapping service, based on a sensible road route from Alloa to the venue and back.
- 11.4** Where multiple venues, additional journeys, parking charges, tolls or other travel arrangements are required, these will be discussed and agreed in advance.
- 11.5** Where the venue is too far to travel to and from on the wedding day, or the timings make that impractical (for example, a long journey after a late finish or before an early start), we may need overnight accommodation. We will tell you if this is the case and agree the arrangements and any charge with you in writing before the wedding. Accommodation may be a hotel, guest house or, where the venue allows, our own camper van, and any charge (including a pitch or parking fee) will be itemised in your quotation or invoice. We will not add accommodation costs that have not been agreed in advance.
- 11.6** Additional travel charges will be itemised in the booking quotation or invoice.

12 Coverage Hours

- 12.1** The coverage duration is determined by the selected package and confirmed booking arrangements.
- 12.2** Coverage begins and ends at the times agreed with the Client and confirmed in writing. Coverage is limited to the hours included in your package, plus any additional hours you have purchased, and will never continue beyond 9pm on the wedding day. Where your package describes coverage by event (for example, "evening coverage"), the hours in your package and the 9pm limit still apply. Evening coverage runs until a couple of songs after your first dance, or until your package hours end or 9pm is reached, whichever comes first.
- 12.3** Time spent travelling to or from the event is not normally included in the agreed on-site coverage hours unless specifically stated.
- 12.4** Delays to the wedding schedule do not automatically extend the agreed coverage period.
- 12.5** Additional coverage may be added in whole hours at £65 per hour, subject to our availability and agreed in writing before the wedding. Additional hours must always fall within the 9pm limit in clause 12.2.

- 12.6** For bookings of six hours or more of on-site coverage, the Client must provide one suitable meal and drinks for the content creator, such as a hot meal or the same full meal served to other suppliers. A sandwich or snack alone is not enough.
- 12.7** The meal should be provided at a time that does not conflict with key scheduled moments, and we will need a break of around 20 to 30 minutes to eat. We will tell you of any dietary requirements in advance.
- 12.8** If you cannot provide a meal, please tell us before the wedding so that we can agree an alternative in writing. If no meal is provided on the day, we will take a break of around 20 to 30 minutes at a suitable point to find and eat our own food, and we will not capture content during that break. The break time counts towards your package hours, and no refund or reduction in price applies.
- 12.9** We will confirm your start and finish times when you book. If your wedding timeline means that fewer of your package hours fit before 9pm, we will recommend a suitable package and price before you book, and we will not charge for hours we cannot provide.

13 Wedding Schedule and Client Information

- 13.1** The Client agrees to provide accurate information reasonably required to deliver the services, including venue details, ceremony times, relevant contact information and key events.
- 13.2** Significant changes to the wedding schedule should be communicated as soon as reasonably practicable.
- 13.3** The Client should identify any particular moments, people or details they would especially like us to capture.
- 13.4** While we will make reasonable efforts to accommodate specific requests, the capture of every requested moment cannot be guaranteed.

14 Working Alongside Other Suppliers

- 14.1** We are happy to work alongside photographers, videographers, wedding planners, venue coordinators and other suppliers.
- 14.2** We will make reasonable efforts to avoid obstructing their work or disrupting important moments.
- 14.3** Where possible, the Client should inform their photographer and videographer that a wedding content creator will also be attending.
- 14.4** We will respect reasonable restrictions imposed by venues, celebrants and other authorised parties.
- 14.5** Such restrictions may affect the footage or photographs we are able to capture.

15 Venue Access and Permissions

- 15.1** The Client is responsible for ensuring that we are permitted to attend and provide the agreed services at the wedding venue or venues.
- 15.2** The Client should notify us of any relevant restrictions on filming, photography, movement, equipment or access.
- 15.3** We will comply with reasonable venue safety requirements and instructions.

15.4 We cannot guarantee footage from areas where access or recording is prohibited.

16 Guests, Privacy and Sensitive Moments

16.1 We aim to capture wedding celebrations respectfully and discreetly.

16.2 The Client should advise us in advance of any guests, children or circumstances requiring particular sensitivity or restrictions on filming.

16.3 We will take reasonable steps to respect requests not to film identifiable individuals.

16.4 The Client should make reasonable efforts to inform guests that wedding content creation will be taking place.

16.5 We will not knowingly publish identifiable guest content for our own promotional purposes without an appropriate lawful basis.

16.6 Particular care will be taken when handling footage featuring children or sensitive personal circumstances.

16.7 Further information about how we handle personal information is in clause 25. A copy of our privacy notice is provided with your booking documents and is available on request at any time.

17 Creative Style and Coverage Limitations

17.1 By booking Wylde Eden Collective, the Client acknowledges our candid, informal and social-first approach to content creation.

17.2 We retain reasonable creative discretion over framing, composition, filming techniques, sequencing and editing.

17.3 The nature of live events means that some moments may be missed or affected by lighting, crowds, obstructions, weather, venue restrictions or other circumstances outside our control.

17.4 We do not guarantee uninterrupted coverage or the capture of every guest, interaction or event.

17.5 We will exercise reasonable care and skill in providing the agreed services.

18 Editing and Finished Content

18.1 Edited deliverables will be produced in accordance with the selected package description.

18.2 Editing may include trimming, sequencing, colour adjustments, sound selection, transitions, captions and other creative treatments.

18.3 The style and duration of finished content may vary depending on the footage available and the nature of the event.

18.4 Requests for substantial changes or additional edits outside the agreed package may incur an additional charge, which will be discussed in advance.

19 Content Delivery Timescales

19.1 We aim to deliver wedding content promptly, recognising the importance of sharing memories while celebrations are still fresh.

- 19.2** The delivery timeframe that applies to your booking is the one stated in your package description or booking confirmation. Unless your package description says otherwise, it applies to all content included in your package and is counted from the end of your agreed coverage on the wedding day.
- 19.3** Where a package specifies a 24-hour or 48-hour delivery timeframe, this represents our target delivery timescale rather than an unconditional guarantee.
- 19.4** We will make reasonable efforts to meet the stated timeframe.
- 19.5** Where technical difficulties, unusually large file volumes, illness or other unforeseen circumstances may cause a delay, we will notify the Client as soon as reasonably practicable and provide an updated estimate.
- 19.6** We remain responsible for providing the contracted services within a reasonable time and in accordance with applicable consumer law.

20 Raw Footage and Photographs

- 20.1** Where the selected package includes raw footage and photographs, these will be supplied in accordance with the agreed package description.
- 20.2** Raw files are generally provided without individual editing, colour correction or enhancement.
- 20.3** Raw content may include short clips, repeated takes, incidental audio, camera movement and material unsuitable for inclusion in finished edits.
- 20.4** Raw files will normally be delivered digitally, such as through a secure shared download folder.
- 20.5** Download links will normally stay active for 30 days from the date of delivery (the access period). The Client is responsible for downloading and securely backing up delivered files within the access period.
- 20.6** We may delete files from the shared folder once the access period ends and do not guarantee indefinite retention or storage. If you need a longer access period, please ask before it ends and we will make reasonable efforts to extend it.

21 Digital Delivery and File Access

- 21.1** Content will ordinarily be delivered electronically through an agreed file-sharing platform or download link.
- 21.2** We will take reasonable care when transferring and sharing files.
- 21.3** The Client should notify us promptly if a download link does not work or delivered files appear incomplete or inaccessible.
- 21.4** We will make reasonable efforts to resolve delivery or access problems.
- 21.5** Downloaded files may vary in compatibility depending on the Client's device, software and chosen social media platform.

22 Music and Third-Party Platforms

- 22.1** Edited content may include music or audio selected for creative purposes.

- 22.2** The availability and permitted use of music may be restricted by copyright law, licensing arrangements and social media platform rules.
- 22.3** We cannot guarantee that a particular song will be available for every edit or remain usable on every platform.
- 22.4** Social media platforms may mute, remove, restrict or alter content containing music or other third-party material.
- 22.5** Where appropriate, alternative audio may be selected to accommodate licensing or platform restrictions.

23 Copyright and Client Use of Delivered Content

- 23.1** We own the copyright in the photographs, video and other content we create, unless we agree otherwise in writing.
- 23.2** Once your booking has been paid in full, you may use the delivered wedding content for personal enjoyment, sharing with family and friends, and posting to personal social media accounts.
- 23.3** We grant you a non-exclusive, ongoing licence to use the delivered content for those personal purposes. The licence is personal to you and cannot be transferred or sold.
- 23.4** Commercial use, resale, paid advertising or licensing to third parties requires separate written agreement, unless otherwise permitted by law.
- 23.5** Any third-party music, graphics or other licensed material remains subject to the relevant rights and restrictions, and is not covered by your licence.
- 23.6** Your wedding guests will appear in the content. Please use it sensibly and respect any guest who asks you not to share images of them or their children.

24 Wylde Eden Promotional Use and Client Consent

- 24.1** We may wish to showcase selected wedding content on our website, social media channels, portfolio or promotional materials.
- 24.2** We will seek the Client's separate permission before using identifiable wedding content for our own marketing purposes.
- 24.3** Consent to promotional use is optional and is not a condition of booking.
- 24.4** Refusing promotional consent will not affect the price, quality or delivery of the agreed services.
- 24.5** Where consent is given, the Client may subsequently withdraw it by contacting us.
- 24.6** Following withdrawal, we will take reasonable steps to stop future promotional use and remove content from channels under our control where required. Content already shared or retained by third parties may not always be fully recoverable.

25 Equipment, Technical Issues and Data Protection

- 25.1** We use equipment and recording methods considered appropriate for the agreed services.
- 25.2** Despite reasonable precautions, technical issues may occasionally arise, including equipment malfunction, storage failure, corrupted files or software difficulties.

- 25.3** We will take reasonable steps to protect recorded content and reduce the risk of data loss.
- 25.4** Where a technical issue materially affects the agreed deliverables, we will inform the Client and discuss an appropriate remedy.
- 25.5** Any refund or other remedy will take account of the services affected and the Client's statutory rights.
- 25.6** We are responsible for deciding how the personal information you give us, and the images and footage we capture, are used. We handle it in accordance with UK data protection law and use it to manage bookings, deliver the services, keep business records and meet legal obligations. We use it for promotion only with your consent under clause 24.
- 25.7** Our privacy notice explains what we collect, how long we keep it and your rights, including the right to complain to the Information Commissioner's Office. A copy is provided with your booking documents and is available on request at any time.

26 Events Beyond Our Reasonable Control

- 26.1** Circumstances beyond our reasonable control may affect our ability to provide services. These may include severe weather, major transport disruption, venue closure, serious illness, emergencies or other exceptional events.
- 26.2** We will notify the Client as soon as reasonably practicable if such circumstances materially affect the booking.
- 26.3** We will make reasonable efforts to agree a practical solution, such as revised arrangements or an alternative date.
- 26.4** Where the services cannot be provided, the parties' rights and obligations will be determined by the circumstances, applicable law and any services already supplied.
- 26.5** Nothing in this section excludes liability where doing so would be unlawful.

27 Conduct, Safety and Insurance

- 27.1** We expect a safe and respectful working environment for everyone involved.
- 27.2** We reserve the right to raise concerns or suspend work where we reasonably believe that threatening behaviour, harassment, unsafe conditions or serious risks may endanger people or equipment.
- 27.3** Where possible, we will seek to resolve concerns with the Client or venue representative before withdrawing services.
- 27.4** Any decision to end coverage will be reasonable and proportionate to the circumstances.
- 27.5** Wylde Eden Collective maintains business insurance appropriate to its declared activities, including Public Liability and Professional Indemnity cover, subject to the terms, exclusions and limits of the relevant policy.

28 Complaints, Liability and Consumer Rights

- 28.1** We aim to provide a professional, reliable and enjoyable service.
- 28.2** If the Client is dissatisfied with any aspect of the service, they should contact us as soon as reasonably practicable so that we can investigate and seek a fair resolution.

- 28.3** We will consider complaints reasonably and in good faith.
- 28.4** Nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any liability that cannot lawfully be excluded.
- 28.5** Nothing in these terms affects your statutory rights as a consumer, including your rights under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- 28.6** Where services are not provided with reasonable care and skill, or other statutory obligations are not met, the Client may be entitled to remedies provided by law.
- 28.7** We are responsible for foreseeable loss or damage you suffer because we break these terms or fail to use reasonable care and skill. Loss is foreseeable if it was an obvious consequence of our breach, or if you and we both contemplated it when the booking was made.
- 28.8** We are not responsible for losses caused solely by circumstances outside our reasonable control, except where the law does not allow us to exclude responsibility.

29 Changes to Terms and Governing Law

- 29.1** These Terms & Conditions, together with the agreed package description, invoice and any written booking variations, form the basis of the agreement between Wylde Eden Collective and the Client.
- 29.2** Any material changes to the agreed services, pricing or contractual terms must be agreed by both parties in writing.
- 29.3** These terms are governed by the laws of Scotland. If you live in Scotland, the Scottish courts will have jurisdiction over any dispute. If you live elsewhere in the UK, you may also bring proceedings in the courts of the part of the UK where you live. This does not affect any mandatory consumer protections that apply.
- 29.4** If any part of these terms is found to be unenforceable, the rest will continue to apply.
- 29.5** If we do not enforce a right straight away, that does not mean we have given it up.

30 Acceptance of Terms

- 30.1** These Terms & Conditions are supplied alongside your booking invoice.
- 30.2** By confirming your acceptance of these Terms & Conditions in writing and paying the required booking deposit, you agree to the booking arrangements and conditions set out in this document.
- 30.3** No physical signature is required. Written acceptance by email or another agreed electronic communication method is sufficient.
- 30.4** Your wedding date is secured once the required booking conditions have been satisfied and written confirmation has been issued by Wylde Eden Collective.

Wylde Eden Collective
Wedding & Event Content Creation
hello@wyldeeden.com
Instagram: @wyldeedencollective
We Capture // We Co-ordinate // We Create