

Car Hire Terms and Conditions: All bookings must be secured with a £100 deposit unless otherwise specified. All deposits are non refundable. The balance is due on the day BEFORE departure. Bookings may be subject to additional waiting time, Car Park Charges & Tolls. Overtime will be charged from £50 per 30 minutes and will need to be paid directly to the driver before forward journey can commence. Cancellations received less than 28 days before the hire period will be subject to a 100% cancellation fee. Our Chauffeurs will do their utmost to ensure they are punctual but we cannot accept liability for delays caused by circumstances outside our control. Smoking is not permitted in any of our vehicles in accordance with UK law. Any damage caused by passenger negligence or alcohol illness will be charged at cost of £250.00 for valeting plus £250 per half day that the vehicle has to be off the road for valeting or repairs. By paying a deposit with us you agree to accepting our terms and conditions.

Our Contract

Please read the Terms carefully and make sure you understand them. Please note that by using our service to book your vehicle hire, you agree to be bound by these Terms. If there are any Terms you do not understand, please do not hesitate to contact us and we will provide clarification. If you do not accept our Terms please refrain from using our website, www.vogueevents london.co.uk or from proceeding with your proposed booking.

Our Services

All our cars are owned by Auto Vogue London Ltd and we also provide a limousine, luxury car or wedding car hire brokerage service (Service) which means we will arrange on your behalf the hire of one of the models of vehicles and the associated vehicle hire services displayed on our Site from one of the United Kingdom vehicle hire operators (Operator) with whom we work, to any destination in the United Kingdom on your chosen date(s).

Our responsibility is only to arrange the hire of your chosen vehicle and services and not to provide the vehicle hire and associated services. In providing our Service, we act as agent for the Operators to promote and sell the hire of the models of vehicles owned by the Operators and displayed on our Site.

On making a booking through us you will enter into a contract for the hire of the vehicle. If you do not accept any of the Terms please refrain from proceeding with a booking.

We will require information from you to enable us to arrange the Vehicle Hire Services. It is important the information is true and accurate. You are responsible for ensuring such information is true and accurate.

The information you supply will be used to provide you with a quotation for the Vehicle Hire Services (Quotation). If the information you have supplied is incorrect, it is your responsibility to identify the mistake. We do not accept any liability if your booking later proves to be incorrect due to the fact information supplied by you either at the time of making your booking or subsequent to your booking was incorrect. If you think there is a mistake in the booking please contact us to discuss. We will confirm any changes in writing to avoid any confusion between you and us.

The hire of a particular vehicle is subject to availability.

Receipt of your booking request will not mean your order has been accepted. If we are able to arrange the Vehicle Hire Services you will receive an email from us (Booking Confirmation) accepting your booking at which point a contract will come into existence between you and the Operator for the supply of the Vehicle Hire Services. Please note that at this time you will be bound by the Operator Terms and may only cancel the Vehicle Hire Services in accordance with the Terms.

If we are unable to arrange the Vehicle Hire Services you request we will provide a suitable alternative. Please note we may refuse to accept your booking if we have reasonable grounds to suspect it has been made fraudulently.

Please note that the images of the vehicles displayed on our Site are for illustrative purposes only. The vehicle hired may not be that which is displayed on our Site. The vehicle hired may vary slightly from the vehicle displayed on our Site but will be of the specification set out in your Booking Confirmation.

Your responsibilities

If you are a consumer, you confirm that you are at least 18 years old. You must provide your full name and address along with the full itinerary of your journey including the full address and postcode when making a booking. Failure to comply will result in the card holder being liable and responsible for the vehicle hire service. Failure to comply may also result in inaccurate information being passed to our chauffeurs which may result in lateness or non-attendance. Vogue Events London will not be held liable for losses for consumers who provide partial information when booking.

If you are not a consumer, you confirm you have authority to bind any business on whose behalf you are using our Services to arrange the Vehicle Hire Services.

If you are making the booking on behalf of a group, you will be the person accepting these Terms. You will be responsible for ensuring all persons traveling within your group comply with such terms. Should they fail to do so you will be liable to us or the Operator for any loss or damage caused to either us or the Operator arising out of any failure to comply with either our Terms or the Operator Terms.

You will notify us of any changes in your address or contact details arising following the acceptance of your booking.

You will comply with any restrictions applicable to the Vehicle Hire Services including but not limited to the number of passengers.

You will be at the designated pick-up address set out in your Booking Confirmation on the date of hire. Should you fail to be at the designated pick up address at the designated time you will be liable to pay the full hire charge for the Vehicle Hire Services to the Operator in accordance with the Operator Terms.

You undertake at all times to comply with the Operator/Drivers Terms in particular in relation to conduct required during the Vehicle Hire Services. Failure to comply with such terms will permit the Operator to cease to provide the Vehicle Hire Services and to eject you or all or any of your fellow passengers from the hired vehicle.

Changes to your Booking

You may request a change to your booking at any time by contacting us via email. We will liaise with the Operator/Driver to try and accommodate your requested change. An additional charge will be payable for the change to your booking. We will notify you in writing of the revised charges. If we are unable to arrange the requested changes to your booking or if the additional charges payable for the revised Vehicle Hire Services are not acceptable, you may cancel your booking in accordance with the cancellation provisions under the Operator's Terms. Please note that should you cancel your booking you may be liable to pay the full hire charges.

In addition to the additional charges which will be payable, in the following circumstances we will charge you the administration charges set out below for dealing with the change to your booking:-

- Change of name – £10.00
- Change of designated pick up point – £15.00
- Change of destination address – £15.00
- Change of date of hire – £15.00
- Change of return date – £15.00
- Change of pick up time (same day) – £15.00
- Change of drop-off time (same day) – £15.00
- Change of pick-up date and time (alternative day) – £15.00
- Change of return date and time (alternative day) – £15.00
- Change in number of passengers – £15.00
- Change in number of passengers and vehicle type booked (resulting in upgrade to vehicle size/specification) – £50.00
- Change in number of passengers and vehicle type booked (resulting in downgrade to vehicle size/specification) – £50.00
- Change to vehicle type (upgrade vehicle size/specification) – £25.00
- Change to vehicle type (downgrade vehicle size/specification) – £25.00

The administration charge is payable at the time you request the change to your booking.

Service Charges and Payment

In consideration of the provision of our Services, we will charge you the administration fee (Booking Fee) set out in the Booking Confirmation. The Booking Fee is non-refundable and is in addition to the charges for the Vehicle Hire Services (Hire Charges) set out in the Booking Confirmation. The Hire Charges are payable direct to the Operator on or before the date of hire in accordance with the Operator Terms.

The Booking Fee is payable on the making of your booking.

Our Booking Fee includes VAT at the applicable rate at the time of your booking.

You can pay the Booking Fee using a debit or credit card (charges apply). We do not accept Diners Card. We will not charge your debit or credit card until we accept your booking.

Overtime will be charged from £50 per 30 minutes and will need to be paid directly to the driver before forward journey can commence.

You warrant that in making payment you are the card holder.

If you do not make any payment due to us by the due date for payment, we may charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of HSBC. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us interest together with any overdue amount.

If there is a problem with the Service

If your complaint is received by us and it relates to the Vehicle Hire Services we deal with your complaint as per our complains procedure which is available on request.

Our liability to you

If we fail to comply with these Terms we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the terms or our negligence but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this contract.

We will under no circumstances whatever be liable to you for any loss of profit, loss of business, business interruption, loss of business opportunity, loss of goodwill or loss of sales, business or revenue.

Our total liability to you in respect of all losses arising under or in connection with this contract shall in no circumstances exceed the Booking Fee.

Nothing in these terms limits or excludes in any way our liability for death or personal injury caused by our negligence or the negligence of our employees, fraud or fraudulent misrepresentation or where it would be illegal for us to exclude or limit our liability.

Events outside Our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by an Event outside Our Control.

An Event Outside Our Control means any act or event beyond our reasonable control including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks, congestion, accident or criminal activity.

If an Event outside Our Control takes place that affects the performance of our obligations under these

Terms:

(a) We will contact you as soon as reasonably possible to notify you and

(b) Our obligations under these Terms will be suspended and the time for performance of our obligations will be extended for the duration of the Event outside Our Control. Where the Event outside Our Control affects our performance of Services to you, we will restart the Services as soon as reasonably possible after the Event outside Our Control is over.

(c) In extreme events outside our control we reserve the right to send an alternative / substitute vehicle to your booking. Such as a different colour, model or spec.

How we may use your personal information

We will use the personal information you provide to us to:

(a) Provide the Services

(b) Process your payment for such Services and

(c) Inform you about similar products or services that we provide, but you may stop receiving these at any time by contacting us.

You agree that we may pass your personal information to an Operator/Driver to enable them to provide the Vehicle Hire Services or to credit reference agencies and those agencies may keep a record of any search that they do.

We will not give your personal data to any other third party.

Other important terms

Prices are inclusive of VAT, fuel and driver. All bookings must be secured with a £50 deposit unless otherwise specified. All deposits are non refundable. The balance is due on the day BEFORE departure.

Smoking is not permitted in any of our vehicles in accordance with UK law. Any damage caused by passenger negligence or alcohol illness will be charged at cost of £250.00 for valeting plus £250 per half day that the vehicle has to be off the road for valeting or repairs. By paying a deposit with us you agree to accepting our terms and conditions.

We may transfer our rights and obligations under these Terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms.

You may only transfer your rights or your obligations under these Terms to another person if we agree in writing.

This contract is between you and us. No other person shall have any rights to enforce any of its terms. Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful or in any way unenforceable, the remaining paragraphs will remain in full force and effect.

We may vary these Terms from time to time to make changes to how we accept payment from you, to reflect changes in relevant laws and regulatory requirements or to improve the manner in which we provide our Services. If the vehicle hire is cancelled within 28 days of the hire date you will be liable to pay the full balance due to and will lose your deposit. If the cancellation occurs more than 28 days before the vehicle hire then only the deposit fee will be lost. If we fail to insist that you perform any of your obligations under these Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

Information about us and how to contact us

Our company address is F28a Waterfront Studios, 1 Dock Road, Royal Docks, E16 1AH.

You can contact us by telephoning our customer service team at 0203 633 4447 or by e-mailing us at info@vogueevents london.co.uk

If you wish to contact us in writing, or if any clause in these Terms requires you to give us notice in writing, you can send this to us by e-mail, by hand, or by pre-paid post to the address set out above. We will confirm receipt of this by contacting you in writing. If we have to contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us at the time of making your booking.

These Terms are governed by English and Welsh law. You and we both agree to submit to the non-exclusive jurisdiction of the English and Welsh courts.

Vogue Media Terms and Conditions

Agreement

The person(s) whose signature(s) appear on this contract, known as "Client", agree that Vogue Events London shall provide services to photograph and/or video graph their event to the best of their abilities, in the manner described in this document. This is a binding contract which incorporates the entire understanding of the parties, and any modifications must be made in writing, signed by both parties, and physically attached to the original agreement.

Deposit and Payment

Client shall reserve the time and date of services by signing and returning this contract along with a non-refundable, non-transferable reservation deposit equal to 50% of the total photography/videography fee. No date is reserved until the contract and deposit are received. The balance due for the photography/videography services must be paid in full no less than 14 days before the event date. In the event Client fails to remit payment as specified, Vogue Events London shall have the right to immediately terminate this Agreement with no further obligation, retain any monies already paid, and not attend this event.

Following payment of the Booking Fee, no Photographs, Albums, USB Memory Stick or Additions will be delivered until all payments due have been paid in full. Payment for Reprints, Digital Story Books, Acrylic Panels, Canvas Prints, or other Additions is to be made in full at the time of ordering.

Payment for additional Attendance Hours where agreed must be made at the post wedding delivery meeting.

Cancellation

If for any reason Client cancels this contract before the wedding date, Vogue Events London will keep the deposit. Cancellation must be made in writing and signed by the contracted party. If Client fails to supply written cancellation as specified before the wedding date or cancels within 30 days of the wedding date, Client shall be required to pay the full balance due.

Reschedule

In the event that Client reschedules the wedding and Vogue Events London is able to rebook the original wedding date, Client will receive credit for all monies already paid. A new contract may be required. The new package price will reflect pricing in effect when the date change occurs. In the event that Client reschedules the wedding and Vogue Events London is not able to rebook the original wedding date, Client forfeits the deposit but will receive a credit for all other monies paid. Credit may be applied to wedding coverage within 6 months of original date provided Vogue Events London is available.

Liability

In the unlikely event of complete equipment failure or other circumstances outside our control which means Vogue Events London are unable to photograph/film Clients event, Client will receive a full refund. Vogue Events London will not be liable for any further damages.

This limitation of liability also applies to any loss/damage of photographs or failure to deliver photographs for any reason. Liability for a partial loss of photographs shall be pro-rated based on the percentage of total. The sole remedy for any actions or claims shall be limited to a refund whose total amount cannot exceed the total monies paid by Client under this Agreement during the time preceding the date on which such liability arises.

Health and Safety

We will work with Health and Safety issues in mind and reserve the right not to film in dangerous or unsafe situations.

Responsibilities

It is understood that Vogue Events London is the exclusive Videographer and/or Photographer retained by Client to cover the outlined event. Any conflicts with other photographic and/or video coverage contracts and any notifications necessary to avoid such conflicts are the sole responsibility of Client.

It is the responsibility of Client to prevent family and friends from interfering with Vogue Events London's Photographer/Videographer's duties. Photographer/Videographer is not responsible for compromised coverage due to causes beyond their control such as other people's camera or flash, the lateness of the bride, groom and family members or other principles such as weather conditions, schedule complications, rendering of decorations, or restrictions to the venues.

Photographer/Videographer is not responsible for existing backgrounds or lighting conditions which may negatively impact or restrict the photography/videography coverage.

Harassment

Ensuring the appropriate behaviour of all guests and other persons at the wedding and other events covered by the Vogue Events London team shall be the responsibility of client. In the event a member of the Vogue Events Team experiences any inappropriate, threatening, hostile or offensive behaviour from any guest or other person at the wedding or other event then the following process shall be followed: first offence: a verbal warning will be issued to a family member of the client; second offence: the offending person will be required to leave the wedding or event: third offence: Vogue Events London will end wedding/event coverage immediately and leave the event, Vogue Events London shall be entitled to retain all monies paid hereunder and Client agrees to relieve Vogue Events London as a result of incomplete wedding or event photography/videography coverage.

Complaints

Any complaints must be received in writing within seven days of receipt of products purchased. This includes photographs, discs, albums, frames, videos, and any other special services that have been agreed.

Wedding Arrangements

The details of the wedding arrangements are to be agreed beforehand in writing (email is acceptable). The client shall notify Vogue Events London of any changes to these details in writing. Vogue Events London cannot be held liable for delays or disruption in their delivery of the service until any changes are received, and acknowledged in writing.

Client assumes all responsibilities for obtaining any necessary permission, clearance permits, etc., which may be required for Vogue Events London to photograph/video each event, public or private. Client assumes all responsibility for obtaining and retaining permission for access to any requested camera positions and is solely responsible for the quality of the final production resulting from the use of, or inability to use, such camera positions.

Display

The client(s) hereby allow(s) Vogue Events London the right to use videos and photos for display and or promotional purposes, i.e. advertising, brochures, magazine articles, websites, social media, sample albums etc... unless otherwise stated by Client in writing.

All video masters, raw footage and photographs remain the exclusive property of Vogue Events London.

Artistic Style

On its own behalf and on behalf of the subject: Client acknowledges that he/she is familiar with the Company's portfolio and is requesting services with knowledge of the company's style and that the

Company's work is constantly evolving; that the Company's services are of a unique and artistic nature; that the photos and or video may be different from photos and or video done by the company in the past; and that in creating the photos or videos we shall use our own creative artistic judgment to create images consistent with our personal judgment to create images and videos consistent with our vision of the event, which may be different from the clients and or the subject's vision of the event. Accordingly, client acknowledges that the photos or videos shall not be subject to rejection on the basis of personal taste.

The client has viewed samples of Vogue Events London's video and/or photo work and hereby grants full editorial and production control to Vogue Events London for all aspects of the production and post-production services for the event. In the event a particular segment of the event is either not recorded, partially recorded, or not a part of the edited master tape, it is at the sole discretion of Vogue Events London as the exclusive producer of the event video recording.

Editing

Vogue Events London will only start the editing process after they have received written confirmation from the client.

If there is any particular music you would like to be included in your film, please let us know in writing. If no specific music is requested, we will choose appropriate music.

We aim to have a copy of the final film available for you within 4-6 months from the written confirmation date. However, this is only a guide as a quality product is important for both us and you.

You must notify us in writing (email or letter) within 7 days of receipt of the final DVD/BluRay/USB of any faults or playback issues and we will make every reasonable attempt to resolve them. Should we not hear from you within 7 days we will assume you are happy with the DVD/BluRay/USB and all files will be deleted from our system.

All editing decisions are to the videographer's discretion. We advise couples to watch examples of our work when they come in for their consultation. All other re-edits or any additional changes will be charged at the rate of £150.00 per hour of editing time.

All personal property provided by Client to Vogue Events London for utilization in the post-production of their videotape/photos is received by Vogue Events London at the complete and total risk of the client. Vogue Events London will make every effort to ensure the safekeeping of a client's personal property while in its possession and return same to client upon delivery of the edited master copy tape/final photo package.

Vogue Events London produces DVDs using the most compatible media for top players (DVD-R/BluRay). Vogue Events London is not responsible for incompatibility with the DVDs created and the client's player.

I have read, understand and agree to the terms and conditions of this Agreement. Each person signing as Client below shall be fully responsible for ensuring that full payment is made pursuant to the terms of this Agreement.

Client 1: _____ Signed: _____ Date: _____

and/or

Client 2: _____ Signed: _____ Date:

Vogue Events London - Signed: _____ Date:
