

Vagabond Photography Ltd - Policy Document

Updated Date: 10/11/2025

POLICIES & PROCEDURES

Each of our clients is very important to us. Everything we do is for you because you deserve the best. The following policies and procedures outline the standards for all sessions, ordering appointments, business contracts, and transactions. Please note that additional policies and procedures may be included in contracts and agreements outside of the ones listed below.

Booking Policy

Vagabond Photography Ltd requires a non-refundable payment of the full photography or videography session fee. The session date will not be reserved until payment is completed.

Rescheduling and Late Arrivals

Any rescheduled session must take place within six (6) calendar months of the original date. If a client arrives late, the time lost will be deducted from the session duration.

Location and Travel

If a client requests a specific location, the client is responsible for all related fees, including access fees, parking, and any other expenses. Vagabond Photography Ltd is not liable for any mishaps or undesired circumstances at the chosen location.

Photographic Materials and Artistic Rights

These materials will be handed over to the client as deliverables and complimentary will be included without any additional charge and it is out of our company courtesy and as a good gesture to our valuable clients. The client is responsible for using them appropriately, and Vagabond Photography Ltd is not liable for any undesired outcomes

from their use. For deliverables usage and output results, the company is not responsible if the delivered content does not reach the expected audience or engagement when used on the client's business platforms.

Social Media

Clients may share their deliverables on their own business platforms. Vagabond Photography Ltd is not responsible for any undesired circumstances resulting from such sharing.

Privacy Policy

Vagabond Photography Ltd is committed to protecting your privacy and ensuring that your personal information is handled responsibly. This policy explains how we collect, use, and safeguard your data.

1. Information We Collect

We may collect your name, email address, phone number, and contact details.

We may collect project-related information such as event details, preferences, and creative briefs.

We may collect payment and billing information for invoicing purposes.

We may collect website usage data through cookies to improve user experience.

2. How We Use Your Information

We use your information to communicate with you about your project or enquiry.

To deliver photography and production services.

To process payments and issue invoices.

To improve our website and services.

3. Your Rights

You have the right to access the personal data we hold about you, request corrections, withdraw consent for marketing, or request deletion of your data (subject to legal and contractual obligations).

To exercise these rights, contact us at: vagabondphotographys@gmail.com

Cookies

Our website may use cookies to enhance your browsing experience. You may disable cookies in your browser settings if you prefer.

Changes to This Policy

This Privacy Policy may be updated from time to time. Any updates will appear on this page with a revised date.

Corrections and Additional Charges Policy

Video and Photo Edit Corrections: Any corrections beyond the agreed editing scope will be charged at an hourly rate which will be discussed if the corrections request is made. This includes re-editing, stylistic changes, or extra versions requested after the first delivery.

- Delivery dates may adjust due to workload, technical issues, or unforeseen events.
- High-quality editing requires time, and rushed edits may incur express fees.
- Standard packages include only the agreed number of revisions.
- Extra revisions or last-minute changes will be charged.

Waiting Charges: If our team must wait due to delays such as late starts or setup issues, waiting charges will be added after the shoot.

Extra Hours: If additional time is needed, up to three (3) extra hours may be added at £70 per hour.

Scope Agreement: All corrections, time extensions, and additional charges must be agreed upon in writing before work begins.

Model Release

By booking service with Vagabond Photography Ltd, the client gives full permission for the following:

- Photos and videos may be captured of them, their event, or anyone included in the session.
- Images and videos may be used for creating albums, previews, slideshows, sample selections, or communication with the client during the editing and delivery process.
- Images and videos may be used for proofing, colour correction, editing, and general production work required to complete the project.
- The client understands that these files may be stored, viewed, and handled by the photographer or authorised team members for work purposes only.
- The client confirms that all participants included in the session (family members, guests, models, etc.) have been informed that photography/videography will take place.

Client Cooperation & Behaviour Expectation

The client agrees to:

- Follow all instructions given by the photographer to ensure the best possible results.
- Arrive on time and fully prepared, including clothing, makeup, hair, props, and any items needed for the session.
- Make sure all participants (family members, friends, guests, or models) behave respectfully, safely, and responsibly during the session.
- Allow the photographer to work without disruption during the shoot.
- Inform the photographer of any important preferences or concerns before the session begins.

The company is not responsible if the final images or videos are affected by:

- Poor cooperation from the client or participants
- Lack of preparation, including late arrivals or missing items
- Poor or low lighting in locations chosen by the client
- Wardrobe problems, makeup issues, or styling concerns
- The client's own expressions, mood, or behaviour during the session
- Uncontrollable factors such as weather, noise, crowds, or sudden restrictions

Weather, Environment & Uncontrollable Conditions

For outdoor sessions, the client understands that the company cannot control:

- Weather changes
- Lighting conditions
- Crowds or public disturbances
- Environmental noise or interruptions
- Location restrictions that may appear suddenly

If the session must be rescheduled due to weather or environmental conditions:

- Rescheduling is subject to availability
- Additional travel or setup costs may apply

Equipment & Property Damage

The client is responsible for:

- Any accidental or intentional damage caused to equipment, props, sets, or photography related equipment during the session.
- Replacement or repair costs if company property is damaged.
- Ensuring children, guests, or participants behave safely around equipment.

Cancellation Policy

If a client cancels:

- The session fee is non-refundable.

Aggression and Inappropriate Behaviour Policy

Vagabond Photography is committed to maintaining a safe, respectful, and professional environment for all clients, collaborators, and team members.

Zero Tolerance

We do not tolerate verbal abuse, shouting, intimidation, or threats.

We do not tolerate physical aggression or unsafe behaviour.

We do not tolerate discriminatory remarks including racist, sexist, homophobic, or ableist comments.

We do not tolerate sexual harassment, inappropriate gestures, or unwelcome advances.

We do not tolerate bullying, coercion, or manipulative behaviour.

We do not tolerate unreasonable demands, especially under pressure or outside agreed terms.

Response and Consequences

If such behaviour occurs, services may be paused or terminated immediately without refund.

Deposits or payments may be forfeited.

We may refuse future bookings.

We may report incidents to authorities or seek legal action.

Our Commitment

We treat all clients and collaborators with professionalism, empathy, and courtesy.

We expect the same in return to ensure a safe and inspiring creative environment.

We communicate clearly, honour boundaries, and maintain ethical standards.