

# Terms & Conditions

## Payment & Booking

Full payment must be made at the time of booking the photoshoot via bank transfer or credit card all prices are GST inclusive. For card payments, an additional **1.5%** will be applied. All prepayments will be recorded with the amount and date of payment.

## Delivery of Photos & Videos

- All **selected photos (JPEG format)** will be delivered within **2 business days**.
- **Edited photos** will be delivered within **3 weeks (21 days)** after the client has confirmed their chosen images.
- **Edited reels/videos** will be delivered within **2 business days** of selection.

## Cancellations & Refunds

- In the event of **bad weather**, Queenstown Flying Dress will notify you and provide the option of moving to an indoor location, rebooking or receiving a full refund.
- **Cancellations within 24 hours** of the photoshoot are non-refundable.
- **No-shows** will incur a **100% cancellation fee**.
- Once full services have been delivered, no refunds will be issued.
- If you are feeling unwell, please let us know so we can rebook your session — we want you to feel fabulous on the day of your shoot.

## Use of Personal Devices

To maintain the quality and professionalism of your experience, **personal phones or devices may not be used during the photoshoot**.

## Photo & Video Usage Rights

Queenstown Flying Dress reserves the right to use photos and videos for promotional purposes unless otherwise requested not to you must advise us in writing.

### Copyright

All photographs and videos produced by Queenstown Flying Dress remain the **copyright** of the company. A licence agreement exists between Queenstown Flying Dress and the respective photographer/videographer.

Such footage may be used by Queenstown Flying Dress for marketing, promotional, and reproduction purposes. Purchasers or recipients may use the footage/photos for **private or domestic use only**, and they must not be reproduced, sold, or used for any commercial purpose (including supplier promotion) without prior written permission from Queenstown Flying Dress.

If you do not wish for your photographs or videos to be used on Queenstown Flying Dress social media platforms or in company marketing, you must advise us in writing.

## Liability Disclaimer

Queenstown Flying Dress is not responsible for any personal belongings that are lost or damaged during the session. The company is also not liable for delays caused by unforeseen circumstances.

## Force Majeure

Queenstown Flying Dress shall not be held liable for any delay or failure to perform due to events beyond its reasonable control, including but not limited to natural disasters, government actions, or emergencies.

## Governing Law

This agreement is governed by the laws of New Zealand.