



Terms and Conditions

Effective Date: September 2022

Last Updated: November 2025

Elevate Creative Social Ltd

elevate-creative.uk

ella@elevatecreative.uk

1. Scope of Services

Elevate Creative Social Ltd provides professional videography, photography, editing, social media management, and creative consultancy services. Each project's scope, deliverables, and timeline are agreed upon in writing before work commences.

Our standard turnaround time is two (2) weeks from the date of filming, shooting, or receiving all necessary materials. We always aim to complete projects within this period and will update you promptly if any unexpected circumstances arise that may affect delivery times.

If you require specific elements of the project to be delivered earlier than two weeks, please inform us as soon as possible. In cases where early delivery requires us to prioritise your project ahead of others, we reserve the right to charge a rush fee of £100.

2. Bookings and Deposits

A deposit is required for all new clients before their first session with us.

For larger or multi-day shoots, we reserve the right to request a deposit prior to booking.

The deposit amount is based on the total cost of services and will be agreed with the client before confirmation of the booking.

Deposits are non-refundable unless otherwise stated in writing by Elevate Creative Social Ltd.

3. Payment Terms

Full payment is due within 21 days of project completion and delivery of the final content.

Late payments may incur interest or administrative fees at our discretion.

Ownership or usage rights for any creative content will only transfer to the client once full payment has been received.

4. Cancellations and Rescheduling

Clients who cancel or reschedule within 24 hours of a filming session may be charged the full fee for the service.

Clients who cancel or reschedule within 48 hours of a filming session may forfeit their deposit.

We will always do our best to accommodate changes, but cannot guarantee availability for rescheduled dates.

5. Client Responsibilities

The client agrees to provide clear communication, access to necessary locations or information, and any materials required for the project.

The client is responsible for ensuring that any permissions or releases (such as property, talent, or event permissions) are in place prior to filming or photography.

Elevate Creative Social Ltd is not responsible for delays or additional costs caused by missing information, lack of access, or client unavailability.

6. Intellectual Property and Usage Rights

Unless otherwise agreed in writing, Elevate Creative Social Ltd retains full ownership of all raw and final creative content produced.

The client is granted a non-exclusive, perpetual licence to use the delivered content for its intended purposes (e.g. marketing, promotion, internal use).

The client may not resell, edit, or distribute the content for third-party commercial use without prior written consent from Elevate Creative Social Ltd.

7. Use of Content for Promotional Purposes

Elevate Creative Social Ltd reserves the right to use content created for clients (including photos, videos, and social media materials) for our own promotional purposes, such as on our website, portfolio, and social media channels.

Clients who do not wish their content to be shown publicly must notify us before the date of filming or production.

If any non-disclosure agreements (NDAs) or launch embargoes apply, clients are responsible for informing us in advance so we can respect those terms.

8. Confidentiality and NDAs

We respect client confidentiality. Any sensitive business or personal information shared with us during a project will be treated as confidential and not disclosed to third parties, unless required by law or explicitly agreed upon in writing.

9. Safety and Risk

Elevate Creative Social Ltd conducts its own risk assessments for filming and photography locations.

However, we are not liable for any injury, theft, or property damage that may occur during shoots, particularly in public areas or third-party venues.

Clients are responsible for ensuring the safety and suitability of any locations they provide or control.

10. Limitation of Liability

While every effort is made to deliver high-quality creative services, Elevate Creative Social Ltd shall not be liable for any indirect, incidental, or consequential loss, including but not limited to loss of profits, opportunities, or data.

Our total liability in respect of any claim shall not exceed the total amount paid by the client for the specific project in question.

11. Termination of Services

Either party may terminate a project with reasonable notice if the other party breaches these Terms or fails to fulfil their obligations.

Upon termination, all outstanding payments remain due for work completed to date.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the English courts.

13. Contact Details

If you have any questions or concerns about these Terms, please contact us at:

Elevate Creative Social Ltd

2 Betula Way, Lepton, Huddersfield, HD8 0ET

■ ella@elevatecreative.uk

■ elevate-creative.uk