



TERMS & CONDITIONS

LIVE MUSIC / PHOTOGRAPHY / VIDEOGRAPHY

By paying the deposit, you agree to the terms that apply to the services included in your booking.

LIVE MUSIC

Setup and Start Times

For a sit-down wedding or corporate event, the package start time must be when doors open or guests enter the space, allowing soundcheck and tidying up to be completed beforehand. Unless arranged otherwise, we aim to arrive onsite approximately one hour before that time to set up. For a more casual event, such as a party at a private residence, we may be able to set up while the event is underway, but we recommend starting the package when guests arrive for the best effect.

Performance Flexibility and Finish Times

We'll perform the sets and times included in your quote and as arranged with you in the planning stages. If the schedule changes on the night, we'll work with you to keep things on track and be as flexible as we can, although the agreed finish time will stay in place unless additional time is arranged and paid for.

Extra Performance Time

Sometimes the party is in full swing when it's time for the band to finish. If you'd like to extend the band time on the night, this may be negotiated directly with the band and paid in cash. If you want to ensure a longer performance, we recommend booking the additional time ahead of time.

Music Preferences and Requests

We'll run a comprehensive music brief with you as part of the booking process. You'll be able to tell us your favourite songs, artists and genres, giving us a snapshot of your musical taste and style. You can be as detailed as you like and make requests from our song list. We don't accept pre-written set lists and cannot guarantee that every request will be played, as we like to retain some flexibility and room to surprise. We also welcome guest requests on the night.

Learning Special Songs

Our song list is extensive, but sometimes there's a special song that absolutely must be played. We're happy to learn a special song for you if we don't already know it, depending on the song. We can potentially learn more than one, but additional songs may need to be quoted separately due to the significant time required.

Break Playlists

We provide break playlists as standard, but you're welcome to provide your playlist instead! We'd just need the share links before the event so we can download the playlists ahead of time. We may also be able to connect your device by Bluetooth or aux cable on the night, but please check this in advance.

Microphone Use and Guest Singers

We're happy to provide a complimentary microphone for speeches at your event. Please let us know ahead of time so we can make sure it's packed in the kit. We also often receive requests for someone to perform a song with the band. In general, that's totally fine as long as we organise it in advance. However, we'll probably say no to guests who ask spontaneously on the night, although we might make an exception if the vibe is good and we know this is what you want.

Supplier Meals

Each member of our team working at the event must be provided with a supplier meal in addition to the quoted price. Your venue may include supplier meals in its package or offer discounted crew meals. We'll confirm any dietary requirements closer to the event date.

Travel Costs

Travel charges apply to events outside the metro area to cover the associated costs and time. If we know the venue when preparing the quote, any applicable travel cost will be included. Otherwise, just send us a quick note with the location and we can quote accordingly. No travel charge applies where the venue is within 45 minutes of the CBD.

Deposit, Cancellations and Postponements

Once the deposit has been paid, your date is secure and the deposit is non-refundable if your circumstances change for any reason. If you need to change the date for an unforeseen reason, we might be able to rebook for a new date, subject to a rebooking fee (which depends on the band size) and availability on the new date.



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Band Lineup and Substitutions

We're happy to provide amazing artist options as part of our packages. However, please be aware that there's no such thing as 100% certainty when it comes to whether someone specific will be able to attend or not. In the vast majority of cases, we'll be able to fulfil a requested singer and/or lineup, but where this isn't possible, we'll make a good-faith effort to ensure a similar, top-quality artist attends. Circumstances beyond our control prevent us from promising absolutely to fulfil requests, so please understand that this uncertainty is inherent in requests for specific artists and lineups.

Outdoor Events and Wet Weather

If you plan to have the band perform outdoors, adequate cover and suitable flooring must be provided. The performance surface must be level, and the band cannot perform on bare grass or gravel/dirt. You must also provide an effective wet-weather backup, as the instruments, equipment and band members must remain completely dry. We reserve the right to delay the performance in wet weather if adequate protection is not immediately available.

PHOTOGRAPHY

Planning and Meetings

Our photography packages are a premium service designed with your peace of mind and high-quality results as our top priorities. After your booking is confirmed, we'll arrange a time for you to meet your photographer in person, chat through the details over a cup of tea, and have the option of a preliminary, engagement or at-home shoot for a bit of fun. We allow up to 2 hours in total for the meeting and shoot. As the day approaches, we'll refine the timings, confirm the coverage you want and plan all your family portrait combinations, so when the big day comes, you'll have nothing left to do but enjoy yourselves.

Photography Style & Portraits

We specialise in modern, candid photography that captures the mood and real moments of your wedding. We intentionally limit posing and overly detailed direction on the day. The styled shoot is designed to give the wedding party time to relax and enjoy the glow after the ceremony. We'll make sure we arrive at each location on time and organise everyone present to frame group and couple shots, while also capturing the special moments that aren't planned.

Image Quantities

The number of photographs supplied depends on the coverage booked. A four-hour package includes up to 400 photographs, an eight-hour package up to 700, and a ten-hour package up to 1000. We often deliver more, depending on how much there is to shoot, and while quantity is no substitute for quality, you can actually have both!

Sneak Peek & Final Delivery

We'll provide a sneak peek of your wedding photos within 48 hours of the wedding, including some absolute banger shots, story-driven images and photos that made us smile. We move much faster than most and will deliver your completed gallery within five weeks. That's fast! You'll receive a link to our online gallery, which you can share with friends and family and use to order framed prints and ready-to-go albums. Finally, you'll receive all the high-resolution images on a USB drive in a keepsake wooden box, yours to keep forever, with no watermarks or restrictions.

Editing

Every delivered photo is edited and colour-graded in our natural, custom style. Additional Photoshop editing or retouching is not included. We may make rare exceptions, but we reserve the right to decline a request.

Portfolio and Promotional Use

We assume the right to use any or all photographs from your wedding on social media and in website galleries after the fact. If you'd rather we didn't, please tell us in writing before the event, and we'll accommodate. If you post them on socials, we would appreciate you tagging us at @clubcreative_au

Schedule Delays and Overtime

Wedding timings can go off schedule for various reasons. If this happens, we won't simply pack up and leave if there's still work to be done. Unless you tell us before the day that you'd prefer otherwise, we'll stay to capture everything agreed in the coverage schedule. The first 15 minutes of overtime are free; each additional 15 minutes is charged at \$55.



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Equipment Failure and Liability

In the extremely unlikely event of a storage-card or equipment failure, or if unforeseen circumstances such as illness, accident or natural disaster make it impossible for the photographer to attend, the maximum refund is the amount you paid. The actual refund will depend on how much material is lost. We accept no liability for emotional or other damages beyond that amount. We use professional equipment and backup procedures to make these events extremely unlikely and, in all our years of weddings, have not experienced a significant technical loss.

VIDEOGRAPHY

Planning and Meetings

Our videography packages are a premium service designed with your peace of mind and high-quality results as our top priorities. The videography planning process is typically a little simpler than photography planning because the videographer will work alongside the photographer and they'll capture most shots as a team. There may still be special moments you'd like captured, such as personal touches during preparations or important family or cultural moments at the reception, and we'll make sure we don't miss a second.

Package Inclusions

Each videography package includes two beautiful videos: a three-to-five-minute cinematic highlight film and a documentary film of the ceremony and reception.

You're welcome to choose one or more soundtrack songs for the highlight film ahead of time. If you're not sure or don't mind, we'll select a song for you using your wedding video and soundtrack as inspiration.

Delivery and Raw Footage

When the videos are fully edited and ready, we'll deliver online links for immediate access, which you can share as needed. We'll also post the high-resolution versions to you on a USB drive in a keepsake box.

The original raw video is not included, as it's used only to produce your finished videos. If you'd like the raw footage for further editing or as a keepsake, we charge \$550 plus the cost of the media drive - typically a 1 TB hard drive delivered to your postal address. All copyright in the raw footage is transferred to you for your use. Your delivered videos will contain everything good from this source material, so purchasing the raw footage is completely optional.

Portfolio and Promotional Use

We assume the right to use any or all videos from your wedding on social media and in website galleries after the fact. If you'd rather we didn't, please tell us in writing before the event, and we'll accommodate. If you post them on socials, we would appreciate you tagging us at @clubcreative_au

Drone Use and Wet Weather

Drones cannot be flown in rain or where airspace restrictions prohibit flight. We'll attempt to include drone footage, but this may not always be possible. Your video package will otherwise proceed as planned. Although we cannot promise to do so, we may try to return to the venue on another day to capture drone footage in better weather, depending on the videographer's availability and the venue's distance.

Schedule Delays and Overtime

Wedding timings can go off schedule for various reasons. If this happens, we won't simply pack up and leave if there's still work to be done. Unless you tell us before the day that you'd prefer otherwise, we'll stay to capture everything agreed in the coverage schedule. The first 15 minutes of overtime are free; each additional 15 minutes is charged at \$55.

Equipment Failure and Liability

In the extremely unlikely event of a storage-card or equipment failure, or if unforeseen circumstances such as illness, accident or natural disaster make it impossible for the videographer to attend, the maximum refund is the amount you paid. The actual refund will depend on how much material is lost. We accept no liability for emotional or other damages beyond that amount. We use professional equipment and backup procedures to make these events extremely unlikely and, in all our years of weddings, have not experienced a significant technical loss.