

Pageant Productions - General Terms and Conditions

Last updated: October 2025

Governing Law: England and Wales

Welcome to Pageant Productions. By using our website, commissioning our services, or taking part in our workshops, events or subscriptions, you agree to our General Terms and Conditions. These terms are designed to protect both you and us, making clear how we work, what you can expect, and what we ask in return. We aim to be open, fair and straightforward in all our dealings.

Introduction to Our Terms

Pageant Productions is a Dorset-based video production company offering film production, workshops and training, live streaming, and subscription-based services such as Flexi Film. At the heart of our work are the values of honesty, integrity, compassion and inclusion. We believe in helping people tell their stories and empowering communities whose voices are seldom heard.

These General Terms and Conditions explain the basis on which Pageant Productions ("we", "us", "our") provides services to clients ("you", "the Client"). Please read them carefully. By commissioning work, attending our workshops, or using our website or services, you agree to these terms.

Where specific written terms are issued for a project, quotation, subscription, or licence, those specific terms will take precedence over these general terms if there is any inconsistency.

1. Scope of Services

1.1. These terms apply to all services offered by Pageant Productions, including but not limited to:

- Video production and editing
- Live streaming and event recording
- Workshops and training
- Subscription services such as Flexi Film
- Licensing of existing footage or other media assets

1.2. Services are provided subject to availability and to any written quotation or proposal agreed between us and the Client.

2. Quotations and Payment Terms

- 2.1. Quotations are valid for 30 days unless otherwise stated.
- 2.2. For projects valued over £600 (excluding VAT), a deposit of 50% is payable on acceptance of the quotation, with the remaining balance due within 14 days of the final invoice date.
- 2.3. For projects valued at £600 or below, payment in full is due within 14 days of invoice.
- 2.4. Payment terms for Flexi Film subscriptions are set out in section 9.
- 2.5. Late payments may incur interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- 2.6. All amounts quoted are exclusive of VAT unless stated otherwise.

3. Client Responsibilities

- 3.1. The Client is responsible for ensuring all necessary permissions, releases and access arrangements are in place for filming or recording.
- 3.2. The Client must ensure that any participants they involve are suitable to take part, participants have capacity and that any required risk assessments are completed.
- 3.3. Clients agree to cooperate fully, provide information requested in a timely manner, and notify us promptly of any changes affecting the delivery of services.
- 3.4. Where filming involves individuals under the age of 16 or vulnerable adults, the Client must ensure parental or guardian consent is obtained, supported by our GDPR filming consent forms.

4. Production and Delivery

- 4.1. We will perform services with reasonable care, skill and professionalism, using appropriate equipment and qualified staff or freelancers.
- 4.2. Unless otherwise agreed, final edited videos will be supplied in HD (1920 × 1080 MP4, HEVC) via a secure file-sharing service.
- 4.3. The Client accepts that creative and editorial control rests with Pageant Productions unless otherwise agreed in writing.
- 4.4. If the Client requires changes to the brief, format, or duration of a film after filming or editing has started, additional charges may apply.
- 4.5. Unless agreed otherwise, a Pageant Productions logo or credit will appear at the end of completed work.

5. Intellectual Property and Copyright

- 5.1. Pageant Productions retains ownership of all original ("raw") footage, source material, photographs, project files, and non-client-specific assets such as motion graphics, templates and sound effects.
- 5.2. Upon full payment, the Client is granted a licence to use the final edited deliverables for their own promotional, educational or organisational purposes, but not to sell, re-license, or commercially exploit them for profit without our written consent.
- 5.3. Non-client-specific material (such as stock shots, music, or graphic elements) remains the intellectual property of Pageant Productions or its licensors and may be reused in other projects.
- 5.4. Where third-party material (such as royalty-free music) is used, the Client agrees to comply with the licensing terms of those providers.
- 5.5. Unless otherwise agreed in writing, we are not obliged to provide raw or unedited footage to the Client.

6. Licensing of Original Footage

- 6.1. Pageant Productions offers a licensing service allowing clients to use existing original footage or still images created and owned by us.

- 6.2. All licensed material is subject to a written licence agreement specifying the duration, permitted use, territory, and medium.
- 6.3. Licensed footage may not be altered, resold, sub-licensed or used in any way not expressly authorised in writing.
- 6.4. We reserve the right to withdraw a licence if the material is used in a manner that is misleading, defamatory, or inconsistent with our values.
- 6.5. Licensed material remains the copyright of Pageant Productions at all times.

7. Data Protection and Privacy

- 7.1. Pageant Productions is registered as a Data Controller under the UK General Data Protection Regulation (GDPR).
- 7.2. Consent must be obtained from individuals filmed, photographed, or recorded where identifiable, particularly where footage is retained or made public. If participants are under the age of 16, consent must be given by a parent or guardian.
- 7.3. All data will be processed and stored securely in accordance with our Privacy Policy, available on our website.
- 7.4. The Client is responsible for any personal data they share with us and must ensure they have the right to do so.

8. Safeguarding and Inclusion

- 8.1. We adhere to the principles of the social model of disability and are committed to inclusive practice.
- 8.2. Our staff and freelancers are required to follow our Safeguarding and Child Protection Policies.
- 8.3. Gary Jarman holds an enhanced DBS certificate and has completed safeguarding training for adults and children. Copies of certification are available on request.

9. Flexi Film Subscription Terms

- 9.1. Flexi Film is a pay-monthly subscription service offering clients flexible access to filming and editing hours.

- 9.2. Subscription credits represent production time and are valid for 12 months from the date of issue. Unused credits do not roll over unless agreed in writing.
- 9.3. Subscriptions renew automatically each year unless cancelled in writing at least 30 days before renewal.
- 9.4. Work carried out under Flexi Film is subject to the same creative, copyright, and data protection clauses set out in these terms.
- 9.5. Credits are non-refundable and non-transferable once a subscription period has started.

10. Cancellations and Postponements

- 10.1. Cancellations must be made in writing.
- 10.2. If filming or production is cancelled by the Client less than 7 days before the scheduled date, we reserve the right to charge up to 50% of the total project fee to cover pre-production and staff costs.
- 10.3. If a booking is postponed rather than cancelled, we will endeavour to reschedule at no extra charge, subject to availability.

11. Subcontractors and Third-Party Services

- 11.1. We may engage trusted subcontractors or freelancers to deliver elements of our services. All such individuals are required to follow Pageant Productions' standards and policies.
- 11.2. Where we source third-party services (e.g. equipment hire, streaming platforms, or music licensing), we accept no responsibility for their performance but will assign the benefit of any warranty or guarantee where possible.

12. Liability and Insurance

- 12.1. We hold appropriate Public Liability and Professional Indemnity insurance; certificates are available on request.
- 12.2. Our liability for any loss or damage arising from our services is limited to the total amount paid by the Client for the project or subscription in question.
- 12.3. We are not liable for consequential loss, loss of profit, or indirect damages.

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- 12.4. Nothing in these terms limits our liability for death or personal injury caused by our negligence.

13. Termination

- 13.1. Either party may terminate an agreement if the other materially breaches its obligations and fails to remedy the breach within 14 days of written notice.
- 13.2. Upon termination, the Client will pay for all work completed up to the termination date.

14. Confidentiality

- 14.1. We respect our clients' privacy and will not share any confidential or proprietary information about their organisation without consent.
- 14.2. Both parties agree to handle information securely and comply with data protection legislation.

15. Governing Law and Jurisdiction

- 15.1. These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.
- 15.2. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.