PHOTOGRAPHY GIFT VOUCHERS

Terms & Conditions | Dave Steel Photography

1. Voucher details and validity

Each voucher is valid for the photography experience, package or monetary value stated on the voucher. Its reference number and expiry date are shown on the voucher. Please keep your voucher safe and quote the reference when making an enquiry. If any details are missing or unclear, please contact us before booking.

2. Booking your photoshoot

All sessions must be arranged in advance and are subject to availability. Please contact Dave Steel Photography to discuss a suitable date, location and any requirements. We recommend booking well before the voucher expiry date. The session must take place by the stated expiry date unless we agree otherwise in writing.

3. What is included

The voucher covers only the photography services, products or value specifically stated on it. Additional images, prints, upgrades, travel or other extras are not included unless expressly confirmed. Any additional charges will be explained and agreed before purchase or booking.

4. Cancellations and rescheduling

If you need to change your appointment, please give as much notice as possible, preferably at least 48 hours. We will make reasonable efforts to offer another available date. Where illness, severe weather, safety concerns or other circumstances make a session impractical, we may rearrange it and will discuss suitable options with you.

5. Late arrival and missed appointments

Please arrive or be ready at the agreed time. Late arrival may reduce the time available for the session. If you cannot attend, please contact us as soon as possible. Any proposed charge or treatment of a missed appointment will be considered fairly in light of the circumstances and applicable consumer rights.

6. Voucher use and balance

A voucher can be used only once for the stated package, unless it expressly specifies a monetary balance. Where a monetary voucher is used against a higher-priced service, the difference is payable by the customer. Please ask us about any remaining balance before booking; no cash change is provided, except where required by law.

7. Refunds and statutory rights

Any cancellation or refund request will be considered in accordance with applicable UK consumer law, including any cancellation rights that apply to the way the voucher was purchased. Nothing in these terms limits or excludes your statutory rights. A change of mind does not automatically entitle the purchaser to a refund where no legal cancellation right applies.

8. Photography and image delivery

The photoshoot and any included images or products will be provided as described in the purchased package or booking confirmation. Image selection, editing, delivery method and timescales will be explained when booking. Use of photographs for our marketing will be discussed separately where permission is needed.

9. Questions and special requirements

Please tell us about accessibility needs, pets, children or other requirements when arranging your session so we can plan appropriately. For any questions about your voucher, please contact Dave Steel Photography via our website.

These general terms should be read alongside the details on your individual voucher and any written booking confirmation.