



Terms for private clients

Version 1, October 2026 · funeralmemories.co.uk/terms

These terms apply when a family or individual books us directly. Funeral directors who book on a family's behalf are covered by our ongoing working arrangement instead.

1. Who we are and how you book

1.1 Funeral Memories is a trading name of Schmittat Ltd, registered in England and Wales (company number 09452378, VAT number GB 976 4772 61), Aspen House, 107 Poyle Road, Tongham, GU10 1DY. Email info@funeralmemories.co.uk, phone or WhatsApp 07939 292839. In these terms "we" means Schmittat Ltd and "you" means the person who books.

1.2 The services are described in your quote: live streaming, filming or photography of a funeral, memorial or related event.

1.3 We send these terms as a PDF attached to your quote. Your booking is confirmed when you accept the quote in writing (by email or WhatsApp) or pay the invoice, whichever happens first. By confirming, you agree to these terms and ask us to begin preparation work immediately.

1.4 We hold your date once the booking is confirmed. Until then, a date we have pencilled in for you may be offered to someone else, though we will always try to let you know first.

1.5 The work may be carried out by Moritz Schmittat or by one of our trained associate camera operators, using our equipment and working to the same standards.

2. Prices and payment

2.1 The price in your quote is the total you pay, including VAT. It includes travel within the M25 and the South East. If the venue is further away, any travel charge is shown in your quote before you book.

Service	Price	When to pay
Live streaming	£595 for the first location (a service of up to about 2 hours), £180 for each additional location	In full when you book
Photography	From £750 for 4 hours	20% deposit when you book, balance due at least 3 working days before the event
Videography	Quoted individually (a 10 minute edited film is typically around £950)	20% deposit when you book, balance due at least 3 working days before the event

2.2 If you book less than 7 days before the event, the full amount is due when you book. For photography and videography, we deliver the final edited photographs and films once the balance has been paid in full.

2.3 If the event changes after booking (an extra location, a longer service, a different venue), we will tell you of any price change before the day. Nothing is added without your agreement.

3. Changing or cancelling

3.1 Your legal right to cancel. Because you book with us by phone, email or online, you have the right to cancel within 14 days of the day your booking is confirmed, without giving a reason. To cancel, tell us clearly by email or WhatsApp, or use the form in section 8.

3.2 Starting within 14 days. Most funerals take place within 14 days of booking. When you confirm your booking, you ask us to begin preparations immediately (for example building your viewing page and checking the venue). If you then cancel within the 14 days, we refund what you paid minus a fair amount for the work already done, which will not exceed £50. Once the event has taken place and we have provided the service, the right to cancel ends.

3.3 Cancelling after the 14 days.

When you cancel	What you get back
48 hours or more before the event	Everything, minus up to £50 for work already done
Less than 48 hours before the event	50% of the price
On the day, or if we are turned away at the venue for reasons outside our control	Nothing

3.4 Moving the date. If the funeral is moved, we will transfer your booking to the new date free of charge if we are available. If the date is moved with more than 48 hours' notice and we are unavailable, we refund you in full. If the date is moved less than 48 hours before the event and we are unavailable, section 3.3 applies.

3.5 If we have to cancel. If Moritz is unable to attend through illness or emergency, we will send one of our associate operators with the same equipment. If nobody can attend, we refund everything you paid. We will never cancel to take a different booking.

4. On the day

4.1 The venue. We contact the venue or officiant beforehand to agree camera position and timings. Some venues have their own rules about filming; we follow them. If a venue refuses filming on the day for a reason we could not reasonably have known, section 3.3 applies, but we will always look for a way to record or stream that the venue accepts.

4.2 Arrival. We arrive about 90 minutes before the service to set up quietly. Please make sure we can get into the venue at that time, or tell us if access is later.

4.3 Timings. Live streaming covers a service of up to about 2 hours at each location. If the service starts late or overruns, we never stop filming part-way through. We allow reasonable flexibility for standard delays of up to 30 minutes; extended delays beyond this are charged at £120 per hour. Photography and videography cover the hours in your quote.

4.4 What we need from you. A photograph and dates for the viewing page, the order of service if you would like it shown, and any names or readings you want us to know about. Please send these at least 24 hours before the service so we have time to prepare and test your page. Please

also let attendees know that the service is being recorded and live streamed (for example with a note in the order of service or a notice at the venue), and tell us in advance about anyone who does not wish to appear.

4.5 Being discreet. Our cameras are silent and we film from the edges of the room. We do not film the faces of mourners close up during the service unless you ask us to.

4.6 Sound, picture and weather. The quality of the sound and picture depends partly on what the venue allows and on the officiant's cooperation, for example where we may place the camera. If an officiant or speaker declines to wear or use our microphones, the sound may be weaker, and we cannot be held responsible for that. For outdoor services, such as a graveside committal, filming depends on safe weather. In severe rain or wind without cover, we record or stream from the nearest safe position.

5. If the live stream is interrupted

5.1 How we connect. We bring our own internet connection: several mobile networks bonded together, so the stream does not depend on the venue's wifi. Where a venue has a reliable wired or wifi connection, we may use it as well. Before your booking we check mobile coverage at the venue and tell you if we have concerns.

5.2 Backup recording. Every service is recorded in the camera at full quality, independently of the internet connection. Whatever happens to the stream, the recording continues.

5.3 If the stream drops or the picture degrades. Mobile networks can occasionally slow down or drop for reasons outside our control. The stream usually recovers within seconds, and brief dips in picture quality are normal. If part of the service is missing from the stream or unwatchable, we replace the online video with the full in-camera recording within 12 hours, on the same link.

5.4 If there is no usable signal at all. If no network is available at the venue, we record the service and publish it on your link within 12 hours, so guests can still watch it, though not live.

5.5 Refunds for interruptions. Brief drops in quality, buffering or short reconnects do not lead to a refund, as long as we deliver the full recording within 12 hours as described in 5.3. If network failure means the service cannot be broadcast live at all, but we deliver the full recording within 12 hours as described in 5.4, we refund £180 for each affected location for the loss of the live broadcast. If we fail to record the service at all through our own fault, we refund the full price.

5.6 Recorded music. We stream on a private platform, not on social media, which keeps copyright filters to a minimum. Very occasionally, a platform's automatic copyright system may mute or restrict recorded music played during the service. This is outside our control and does not count as a failure of the service. The downloadable copy of your recording always keeps the full sound.

6. Recordings, photos and privacy

6.1 Your viewing page. The live stream and recording sit on a private web page that is not listed or searchable. Anyone with the link can watch, so please share it only with the people you want to see it. If you would like a password added, just ask. We make sure the stream leaves our equipment and reaches the viewing platform cleanly. We are not responsible for viewing problems on an individual guest's side, such as a slow home internet connection, an older device or browser settings.

6.2 How long it stays online. The recording stays online on the same link for at least 12 months, and often for up to 5 years where we can. You also receive a downloadable file to keep, and we strongly advise you to download and back it up as soon as you receive it. If you would like the recording taken down earlier, tell us and we will remove it. Once the final recording, photographs or

film have been delivered, we do not keep or supply unedited raw footage, unedited photographs or outtakes.

6.3 Delivery. Live stream recordings are available on the link straight after the service and as a download within 24 hours. Edited photographs arrive in a private online gallery, usually within 3 to 5 days. Edited films are usually delivered within 7 days.

6.4 Your use. You may share, download and keep the recording, photographs and film for personal and family use, including posting them online.

6.5 Our use. We may use short excerpts of the recording, photographs or film in our own marketing, such as on our website or social media, unless you tell us at any time that you would prefer us not to. We keep copyright in the material we create.

6.6 Personal information. We use your details and those of the person who has died only to deliver this booking, and handle them in line with UK data protection law.

7. Our responsibility, complaints and the law

7.1 We carry out the services with reasonable care and skill and are fully insured.

7.2 To the extent permitted by law, our liability is strictly limited to the fees you paid us, and we cannot be held liable for emotional distress, loss of sentimental value, or indirect financial losses. We are also not responsible for problems caused by the venue, other suppliers, power failures or events outside our control. Nothing in these terms limits our responsibility for death or personal injury caused by our negligence, or your statutory rights as a consumer.

7.3 If you are unhappy with anything, please tell us within 30 days at info@funeralmemories.co.uk or on 07939 292839. We will reply within 7 days and do our best to put things right.

7.4 These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

8. Cancellation form

You do not have to use this form; an email or WhatsApp message saying you want to cancel is enough.

To: Schmittat Ltd (Funeral Memories), Aspen House, 107 Poyle Road, Tongham, GU10 1DY,
info@funeralmemories.co.uk

I hereby give notice that I cancel my contract for the following service:

Service:

Booked on:

Date of the event:

Name:

Address:

Signature (only if sent on paper):

Date:

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