

Terms & Conditions

Sophie Elizabeth Wilson trading as SE Digital Studio. Memory book design service.

1. About the Service

I provide bespoke memory book design services under the name, working closely with individuals, families and other professionals to create professionally designed printed memory books.

These terms apply to all projects undertaken.

2. Booking & Payment

- A 50% non-refundable deposit is required to secure your booking.
- Work will not begin until the deposit is received.
- The remaining 50% is due upon approval of the final digital proof and before printing.
- No print-ready files, printed books, or final materials will be released until full payment is received.

If final payment is not received within 30 days of approval, I reserve the right to pause the project.

3. Cancellation

If you cancel:

- Before work begins: deposit retained.
- After work has started: deposit retained to cover time already invested.

If I cancel:

- You will receive a full refund of all monies paid.

Work is defined as the first meeting to begin the design, and information collection process.

4. Handling of Original Photographs

I understand that original photographs and keepsakes are often irreplaceable and deeply sentimental. Therefore, while in my care:

- All original photographs will be stored in a locked cabinet.
- They will be handled with the utmost care and respect.
- Originals will be returned via tracked and insured delivery (or by hand if agreed).

While every reasonable care is taken, I cannot guarantee against events outside my control, including but not limited to:

- Postal loss
- Theft
- Fire
- Flood
- Accidental damage

My total liability for loss or damage to original materials is limited to the total project fee paid.

Where photographs or personal information relating to children are provided, the client confirms that:

- They are the parent, legal guardian, or have appropriate authority to provide those materials.
- They consent to those images/details being used solely for the purpose of creating the book.

Children's images and information will:

- Be stored securely.
 - Not be shared publicly.
 - Not be used for marketing or portfolio purposes without explicit written consent from a parent or legal guardian.
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5. Digital Files & Storage

- Photographed images and working files are stored on password-protected devices and secure cloud storage.

- Project files are retained for up to 12 months after completion.
 - After 12 months, files may be permanently deleted.
 - Clients are responsible for securely storing their own final copies once delivered.
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6. Revisions

One round of revisions is included after the first full digital proof. This includes:

- Spelling corrections
- Factual amendments
- Minor layout adjustments

Significant design changes or additional revision rounds may incur additional fees.

7. Design & Copyright

The final printed book belongs to the client for personal use.

All design layouts and working files remain the intellectual property of Sophie Elizabeth.

Clients may not reproduce or commercially resell the design without written permission.

8. Portfolio & Promotional Use

I may request written permission to photograph or share images of the completed book for portfolio or social media purposes.

No personal content will be shared without explicit written consent.

You are under no obligation to agree.

9. Sensitive Information

Due to the nature of my service, memory books do contain sensitive personal information, including, but not limited to:

- Health information
- Bereavement details
- Family history
- Religious or cultural references

By continuing with my services, you consent to this information being processed solely for the purpose of creating your memory book.

10. Audio Recordings

If interviews are recorded:

- Recordings will be used solely for transcription and accuracy.
- Recordings will be securely stored.
- Recordings will be deleted after transcription and project completion.

Recording will only take place with clear consent.

11. Travel & Meetings

Meetings may take place in clients' homes or agreed locations.

I reserve the right to bring an assistant or companion where appropriate.

12. Limitation of Liability

My total liability for any claim arising from the service is limited to the total amount paid by the client.

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

13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.