

Cymru Drones Elevate Your Vision

■ EFFECTIVE 01 JANUARY 2025

Terms & Conditions

Elevate Your Vision

Cymru Drones
Suite 206, 2nd Floor
Conwy Business Centre
Junction Way, Llandudno Junction
Conwy, LL31 9XX
Tel: 01492 463458

Introduction & Our Services

1. INTRODUCTION

These Terms and Conditions (“**Terms**”) govern your use of services provided by **Cymru Drones** (“we,” “us,” or “our”).

By booking or engaging with our drone services, you agree to be bound by these Terms. If you do not agree, please do not use our services.

These Terms are effective from 01 January 2025 and apply to all services provided by Cymru Drones.


2. SERVICES

 **Aerial Photography & Videography**

 **Real Estate & Property Surveys**

 **Event Coverage**

 **Roof & Infrastructure Inspections**

 **Drone Rental with Licensed Pilots**

 **Custom Services**
Available upon request, subject to agreement

Bookings & Payments

BOOKING PROCESS

- All services must be booked **in advance** through our website, phone, or email.
- A **deposit may be required** to confirm a booking.
- If a deposit is requested, **full payment is due 7 days prior** to the scheduled service date.
- If no deposit is requested, an invoice will be issued with payment due **strictly within 7 days** from invoice date.

PAYMENT TERMS

⚠ Late Payment Interest: 10% per month

- We reserve the right to charge **10% per month interest** for late payment on all outstanding balances.

ACCEPTED PAYMENT METHODS



Bank Transfer



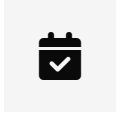
Credit Card



Tap to Pay

Cancellation & Refund Policy

ADVANCE CANCELLATION



> 14

DAYS BEFORE SERVICE

Full Refund

Cancellations made more than 14 days before the scheduled service will receive a full refund if a deposit has been paid.

LATE CANCELLATION



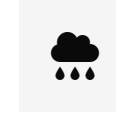
≤ 14

DAYS BEFORE SERVICE

Deposit Forfeited

Cancellations made within 14 days of the scheduled service will forfeit the deposit if a deposit has been paid.

WEATHER / AIRSPACE



N/A

BEYOND OUR CONTROL

Rescheduled or Refunded

Cancellations due to weather or airspace restrictions will be rescheduled at no extra cost, or refunded if rescheduling is not possible.

Client Responsibilities

Clients must ensure the following prior to and during drone operations

YOUR OBLIGATIONS



Obtain Necessary Permissions

All necessary permissions must be obtained prior to the scheduled flight, including property owner consent and any relevant third-party authorisations required for drone operations on or over the site.



Ensure Area Is Safe & Clear

The designated operation area must be safe and clear of obstructions that could interfere with the drone flight. Any known hazards should be communicated to the pilot before operations commence.



Keep Children & Pets Clear

Children and pets must be kept at a safe distance from the drone operation area at all times during the flight. This is essential for the safety of all persons on site.



Right to Refuse Service: Cymru Drones reserves the right to refuse service if safety is compromised at any point before or during operations.

Safety & Regulatory Compliance

CAA COMPLIANCE

All drone operations are conducted in full compliance with **Civil Aviation Authority** regulations.

- Operations adhere to CAP 722 guidance and all applicable UK aviation law.

CERTIFIED & INSURED

Our pilots are **certified and insured** for commercial drone operations.

- All pilots hold valid Flyer IDs, Operator IDs, and EC 785/2004 compliant insurance.

OPERATIONAL CONDITIONS

Flight operations are subject to **airspace restrictions**, weather conditions, and on-site assessments.

- NOTAMs, FRZs, and real-time weather are checked before every flight.



RIGHT TO REFUSE

We reserve the right to refuse to operate on the day if safety may be compromised. This includes adverse weather, airspace restrictions, or any condition that poses a risk to people, property, or the aircraft.

Intellectual Property Rights

01



Ownership Until Payment

All footage and images captured during drone operations **remain the property of Cymru Drones** until full payment has been received.

02



Licence Granted on Payment

Upon receipt of full payment, you receive a **non-exclusive, non-transferable licence** to use the media for your intended purposes.

03



Restrictions on Use

You may **not resell, sublicense, or distribute** the content without prior written consent from Cymru Drones.



For extended usage rights, commercial redistribution, or stock licensing enquiries, please contact us directly at info@cymrudrones.com

Liability & Indemnity

LIABILITY LIMITATIONS

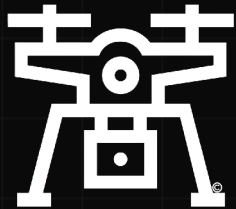
- We are **not liable for delays or cancellations** due to weather, regulatory restrictions, or unforeseen circumstances.
- We are **not liable for damage to property or injury** unless caused by negligence on our part.
- You agree to **indemnify and hold us harmless** from any claims related to misuse of the drone footage or violation of third-party rights.

Statutory Rights: *Nothing in this agreement limits or excludes Cymru Drones' liability for any liability which cannot be limited or excluded by applicable law.*

SPECIFIC EXCLUSIONS

Cymru Drones shall not be liable to the client whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, for:

- × **Loss of Profits**
- × **Loss of Sales or Business**
- × **Loss of Agreements or Contracts**
- × **Loss of Anticipated Savings**
- × **Loss of or Damage to Goodwill**
- × **Loss of Use or Corruption of Data**
- × **Any Indirect or Consequential Loss**



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CONTACT & COMPLIANCE



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WEBSITE

www.cymrudrones.com

EFFECTIVE DATE: 01 JANUARY 2025