SENSIBLE PENCIL

Weddings and private booking terms

24 October 2026

Please read these terms with your booking details before confirming. They explain the service, payments and what happens if plans change. For individuals booking wholly or mainly for personal purposes, including weddings and private parties. The contracting customer and purpose of the booking determine which terms apply. Businesses and agencies contracting in their own name should use the business terms.

1 Who you are booking

Your contract is with Sensible Pencil Limited, company number 09967373, registered in England and Wales at Unit 12, Old Mills Industrial Estate, Paulton, Bristol, BS39 7SU. Christian “Chrissy” Marshall is your booked artist. “We” means the company; “you” means the customer named in the confirmation. Contact chrissy@sensiblepencil.com or 07974 910667.

2 Confirming your booking

We provide the event details, price and these terms before you commit. Your booking is confirmed when we receive your acceptance and any required booking fee, and send written confirmation. An enquiry or quote does not reserve a date unless agreed in writing. Any provisional hold and its expiry will be stated. Payments for bookings we cannot accept will be returned promptly.

The confirmation records the customer, venue, dates, booked hours, format, included extras, total price and payment dates. Please report errors promptly. Changes and special terms require both parties’ agreement; significant differences must be highlighted before confirmation.

3 Booking fee and balance

A **£100 booking fee** is normally payable on booking. It forms part of the total price and is deducted in full from your balance, not added to it. It is normally non-refundable if you cancel, subject to section 5 and your legal rights. Section 6 covers date changes.

The balance is due on the event date, unless another date is agreed in writing. Your confirmation states the due date and payment details.

We are currently not VAT registered. Any VAT on a new quote will be stated; a later change in VAT status does not automatically increase an agreed total. Additional work and expenses require prior agreement.

4 Payment queries

Tell us promptly about payment errors or expected difficulty paying. Undisputed amounts remain due on the agreed date. We will contact you about overdue sums and explain proposed recovery action. Any court claim, interest or costs must be lawful. Commercial late-payment interest and fixed recovery charges do not apply to private bookings.

Cancellation and changes

5 If you cancel

Email chrissy@sensiblepencil.com with your booking details. Cancellation takes effect when we receive it, not when we acknowledge it. We will acknowledge promptly; please follow up if no reply arrives. Any other cancellation method or right required by law remains available.

More than 30 calendar days before the first booked event date: only the booking fee is payable for the cancelled live event service, plus the travel, accommodation and preparatory-work charges below.

30 calendar days or fewer before the first booked event date: the full agreed event fee is payable, including the booking fee already paid, plus any separate charges below. This includes cancellation on the event date and on the date exactly 30 calendar days before it. The same rule applies whether or not the balance has been paid. All charges are subject to the adjustments below.

Travel and accommodation: in either period, you must also cover reasonable travel arrangements and hotel bookings agreed with you and already paid for by us before cancellation, to the extent we cannot reasonably recover their cost. We deduct refunds, recoverable amounts and usable credits.

Substantial preparatory work: in either period, work you commissioned and we undertook before cancellation is also payable. Examples include wedding signing boards and bespoke corporate artwork. The charge is the agreed price for completed work, or a fair proportion reflecting work completed, capped at the agreed price for that work. Any separately agreed cancellation terms for a studio commission also apply, without duplicate recovery.

No double charging: the booking fee is part of the full event fee, not additional to it. Travel, accommodation or work already covered by the amount charged is not added again. All payments received are credited. We stop avoidable work and spending once cancellation is received.

These are maximum charges. We limit the combined amount to our reasonable net loss, including unavoidable costs, work undertaken and lost net profit, without double counting. We take reasonable steps to reduce loss and deduct saved expenses, refunds and replacement work that reduces it. We reduce or waive the booking fee or other charges where they exceed that loss or would otherwise be unfair.

We will explain the calculation and provide a breakdown of expenses and work charged. Excess payments are refunded within 14 days of establishing the amount due; any shortfall has 28 days to pay. We reassess and refund further excess if losses later reduce. No charge applies where our breach or a legal right entitles you to cancel without charge. Section 15 covers our inability to attend and exceptional events making performance impossible or unlawful.

6 Date changes and postponements

If your request reaches us **more than three calendar months before the original first event date**, we will transfer the booking fee to an available new date once we agree the details and price in writing. The price may change with the date, venue, hours, services or travel. Until a new arrangement is agreed, the original booking remains in place unless cancelled under section 5.

At three months or less, transfer is discretionary. Any transfer or cancellation charge must be explained and agreed, without double recovery. Venue, hours, format and extras can also change only by agreement.

Your event

7 Your caricature session

We supply the agreed hand-drawn entertainment with reasonable care and skill. The confirmation specifies classic or digital caricatures, roaming or fixed-position drawing, sessions and extras. Standard bookings include drawing materials, drawing equipment and agreed basic branding; digital bookings include digital delivery. Only listed extras are included. Travel, accommodation and any special cancellation arrangements must be agreed before booking.

Typical output is **10-16 people per hour for classic caricatures** and **8-12 for digital**. These are estimates, not guaranteed totals; a couple counts as two people. Interaction, complexity, interruptions and printing affect output. We do not guarantee to draw every guest. Please identify priority guests in advance and ensure they are available during the session. For weddings, we will plan time to draw the couple; please make yourselves available during the booked session.

Caricatures are good-humoured artistic interpretations in the style shown in our examples. Live sessions exclude absent guests drawn from photos and additional portraits afterwards unless separately agreed. Further commissions and post-event group assembly require an agreed scope, any price and timescale. Your rights to the agreed description and reasonable professional standards remain.

8 Timings and additional hours

The confirmed start and finish times define your booking. We arrive in time to set up; setup is outside drawing time unless expressly agreed otherwise. Reasonable short comfort and equipment-maintenance breaks are included.

We normally pause for speeches or presentations where drawing would disrupt them. These pauses, requested interruptions and event delays remain within the booked period and do not automatically extend it. We will try to accommodate changes, subject to other commitments.

Extra time is subject to availability and booked in **whole hours at £100 per hour**, unless another rate is agreed in advance. You or your authorised representative must agree the charge before extra time starts. A discretionary free extension or waived charge creates no entitlement on another occasion.

If we cause lost time, we will make it up where practical and acceptable to you, or provide an appropriate price reduction or refund. Your statutory rights remain unaffected.

9 Venue access and safety

Arrange venue permission, timely access, passes, unloading access and the facilities agreed for your setup. Tell us about restrictions before booking. We will confirm applicable power, space, seating, screen and internet requirements.

Outdoor work needs shelter and, where needed, an indoor alternative. Unsafe weather, threatening behaviour or serious interference may require a pause or stop. Where safe, we will first ask your event contact to resolve the problem. Payment and refunds will reflect the cause, service supplied and legal rights, not an automatic full-fee penalty.

Parents or guardians must supervise children. Equipment must not be handled without permission. Damage claims are limited to reasonable evidenced loss from conduct for which you are legally responsible, allowing for insurance recoveries and avoiding double recovery.

Digital portraits and artwork

10 Prints screens and extras

When booked, standard printing includes **6 × 4-inch prints, sleeves and lanyards**. Other sizes require a separate quote. Printing, screen provision and ribbons are charged per booked day at the confirmed prices. Unlimited prints or extra copies are not included.

Each print takes approximately 1 minute 20 seconds; multiple copies need extra time. We will agree final-print and collection arrangements with your event contact. Printing does not automatically extend drawing time. Any specifically promised print quantity remains part of the booking.

11 Digital delivery and technical problems

We send completed digital portraits or download links **by the end of the calendar day after each drawing session**, using a valid address or agreed alternative. Guests should enter and check their own email addresses. We will help resend after corrections; filtering or failure to download is not a failure to send.

Dropbox download links remain available for **one calendar month from delivery**, unless otherwise agreed. Please save your files in that period; later retrieval is not guaranteed. Link expiry is separate from retention of artwork and records, explained in our privacy information.

We take reasonable steps to maintain equipment and minimise disruption. We carry paper and pens as backup for UK digital events, and a spare iPad for overseas digital events. Any change of format will be discussed; you need not accept paper as a complete substitute for digital.

If essential equipment or connectivity fails, we will explain and discuss alternatives such as later delivery, an agreed format change or replacing a missing element. An agreed paid element we cannot supply attracts an appropriate reduction or refund and any further legal remedy. Technical failure does not automatically remove our responsibility.

12 Branding and preparation

We agree the brief, artwork deadlines, included amendments and approvals. Supply materials on time, check proofs and ensure you have permission for the materials and uses you request. We remain responsible for our own work and supplied materials.

Late information or changes may affect what is possible. We will explain the effect and agree extra work or charges first. Approval does not excuse errors we introduce afterwards. Separate studio commissions have their own agreed scope and cancellation arrangements; charges under section 5 will not duplicate them.

13 Artwork ownership and use

Copyright remains with the artist or Sensible Pencil Limited, as applicable, unless assigned in writing. Receiving an original drawing or file does not transfer copyright. Guests may keep, print and share their own portraits for personal use.

You may keep, print and share supplied portraits for personal use, subject to section 14 and third-party rights. Commercial use, resale, merchandise, copyright transfers and editable source files require separate written agreement. We do not acquire ownership of your supplied materials.

All artwork may carry the artist’s signature and discreet Sensible Pencil contact details, including original drawings, digital images and prints. Any omission or change must be agreed in writing before confirmation.

Privacy and resolving problems

14 Privacy and publicity

We use guest email addresses to deliver portraits and resolve delivery enquiries. Lists are not automatically shared with organisers. Any sharing must be agreed before collection, have a lawful basis and be explained to guests, including recipients and purpose.

Delivery contact details will not be supplied to you for marketing. Receiving a portrait never depends on optional marketing agreement. Your booking does not give permission on behalf of individual guests.

Any organiser collection must have an agreed audience and purpose explained to participants. Access does not confer email-list access or permission to publish every portrait. We do not publish public event galleries. We obtain and record appropriate permission for identifiable photos, videos or portraits used in our publicity, with appropriate parent or guardian involvement for children’s portraits. We do not photograph children. Please identify confidential events or publicity restrictions before booking.

Before collection, we provide privacy information covering purposes, lawful bases, recipients, providers, retention, rights and contacts. Dropbox hosts downloads. Further sharing or processing for a client must be documented as appropriate. Copyright does not override privacy rights.

15 If we cannot attend or the event cannot proceed

If illness or serious circumstances prevent Christian attending, we will notify you promptly and make reasonable efforts to help find an alternative. A substitute artist or new date, including price changes, needs your agreement. If we cannot perform and no alternative is agreed, we refund all payments for the affected booking, **including the booking fee, within 14 days**. Further legal rights remain.

If an exceptional event outside either party’s reasonable control makes performance impossible or unlawful, we will discuss alternatives and reduce the impact where reasonably possible. You need not accept a credit or postponement instead of a refund due by law. Refunds and lawful deductions reflect applicable law and services already supplied. This differs from ordinary cancellation under section 5.

16 Complaints and responsibility

Raise concerns with Christian at the event where possible, or email chrissy@sensiblepencil.com afterwards. We will investigate and respond reasonably promptly. Delay does not automatically remove your rights. Christian may seek Equity advice or representation; you need not submit disputes to the union.

We remain responsible for losses for which the law makes us liable. Nothing limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or rights or liabilities that cannot lawfully be limited. Our current public-liability insurance is £2 million; evidence is available on request. This is not a contractual liability cap.

17 Law and the agreed terms

England and Wales law applies, without removing mandatory consumer protections or applicable rights to use the courts of your home jurisdiction. Overseas bookings may need additional expressly agreed terms.

The statutory 14-day distance-contract cooling-off right does not apply to live leisure entertainment on a specified date. Statutory cancellation rights for other services, and legally binding service information or promises, remain protected.

The version agreed at booking applies; later website changes do not alter it. Record agreed changes in writing, including email. If a provision is unenforceable, the others continue where lawful. Waiving a charge once does not change other bookings.