



## TERMS AND CONDITIONS/FAQS

### **What do you need to confirm our booking?**

A completed booking form and a £60 non-refundable booking fee is required to secure your booking which will be deducted from the full amount, the remaining balance is payable 14 days prior to your event. You will receive a confirmation email once we receive your booking form and deposit / booking fee.

### **How can we pay?**

The booking fee can be paid by Bank Transfer (Sort Code: 77-13-05, Account: 29831960), Credit/Debit Card (over the phone) or Paypal (smilesbetterphotobooth@gmail.com) within 2 hours of submitting the booking form please. The balance must be paid 14 days prior to the event.

### **How will our photos be printed and presented?**

All photos will be printed using thermal dye sublimation printers (Pretty much like the polaroid camera but more sophisticated). This ensures that all photos are delivered straight from the photo booth/mirror/pod by our staff within 30 seconds of finishing and are touch dry and waterproof in seconds.

### **What size are the photos that we receive?**

The photos dispensed from our "Selfie Mirror" are sized 6" x 4" (15cm x 10cm) in landscape and will consist of 1, 2 or 3 individual pictures which are portrait. The photos dispensed from our "Photobooth or Pod" are sized 6" x 4" (15cm x 10cm) landscape and will consist of 1, 2, 3 or 4 individual pictures in landscape.

### **Can we personalise our prints?**

Yes of course, we can add names and dates or a message of your choice (please mention this on your booking form above – very important) to your prints free of charge. Additionally we offer a customised print option whereby we will design the prints to your individual requirements adding the personal touch with certain pictures or themes that mean something to yourselves and memories of your event.

### **How many photos can we take?**

You can have unlimited visits during your hire period, with one photo printed per visit. We also offer the option to upgrade to unlimited prints, which is priced at £75 per hire.

### **Who operates the photo booth/Mirror/pod?**

We fully man and staff the Mirror during the duration so we can encourage and talk to your guest through the process involved and maintain maximum involvement. There is always at least one staff member at each event to ensure that you and your guests are properly taken care of. They are on hand to answer any questions, assist in the use of the photo booth/mirror/pod and to generally make sure everything runs smoothly.

There is an easy to use touch screen for you to choose from colour, black & white, or sepia prints. We are there to guide and encourage the full use of the mirror whilst on hire so rest assured maximum use is guaranteed.

### **What is included in the prop box?**

We have a great array / choice of items that can be tailored to suit your event, such as hats, glasses, masks, wigs, signs, animal masks and additional items depending on the occasions (e.g. Christmas, Halloween, etc...)

### **Can we extend the specified hire period?**

Extra time may be booked prior to your event (subject to availability) at a cost of £75 per each additional hour. If you extend on the day the fee will be £100 per hour (subject to availability). Any additional time must be paid for in full, before the extension period commences.

### **How far will you travel?**

We offer our product hire within 60 miles of our base in Dagenham, Essex. Distances of more than 60 miles will be subject to a discretional mileage charge of £1 per additional mile (each way).

### **How long do you take to set up and dismantle the mirror/booth? Is this included in the price?**

We normally allow an hour to set up the mirror/booth and ensure all equipment is ready for commencing although it can be done in less time, we like to ensure all checks are complete and tested in good time. Dismantling the Mirror takes just over 30 minutes. All the time required for setup is included free of charge and is not included in your hire time, however if we are unable to set up at the agreed time due to timings from the client or venue there will be no extension to the agreed finish time.

### **Do you have to set up or pack away just before or after the hire period?**

Please see above, however if we have to set up earlier than 1 hour before the hire period commences and/or pack away later than 1 hour after the hire period finishes, for any reason beyond our control (usually requested by the venue so there are no disturbances to your event) there will be an additional charge of £35 per hour/part hour idle time when the Mirror/booth is not in use. (Please note the mirror cannot be used during this period).

**Instead of 3 hours continuous hire, can we have two separate sessions of 1½ hours with a break in between?**

Of course, subject to an idle time charge as above. Again this must be agreed prior to the event itself and during the idle period the mirror will not be available to be used.

**Will we get a copy of the photos too?**

Yes, you will receive a USB Memory Stick of all the photos taken during your event, as well as any gif files (where applicable). All 'appropriate' images will also be uploaded to our Facebook Page ([www.facebook.com/smilesbetterpb](http://www.facebook.com/smilesbetterpb)) for you and your guests to tag and share at will. All photos will remain copyright of Smiles Better Entertainment and may be used for promotional purposes (please see our Photography and Video Policy for further details). Guests must inform the attendant if they do not want their photo to be used in this manner. Smiles Better Entertainment will not upload any photos it deems unsuitable for public viewing. Please refer to our Photography & Video Policy for further details:  
<http://www.smilesbetterphotobooth.com/privacy/>

**Anything else we should know?**

You must stand away from the screen and be prepared for your pictures prior to beginning. Please ensure all props are fully function and comfortable prior to starting the experience as retakes will not be accepted. You and your guests are expected to respect this, and conduct themselves in a polite and safe manner, at all times, in and around the mirror. Anyone acting in an anti-social or dangerous manner, photo bombing, being abusive to the operator or staff, or causing damage to equipment or props, may result in the Mirror being closed immediately with no refund of any unused time. Guests must not remove any props from the booth area. Any damage to our equipment or props, as a result of misuse by the client or guests, shall be paid for by the client. There must be an adult (16+) present to take responsibility for any Children using the mirror and be solely responsible for them.

**What if we decide to cancel our booking?**

In the event of cancellation by the client, the following cancellation fees will apply :

*More than 90 days from the event date:* No fee payable (further than the £60 booking fee)

*Between 61 and 90 days before the event:* 25% of the balance

*Between 31 and 60 days before the event:* 50% of the balance

*Between 15 and 30 days before the event:* 75% of the balance

*Within 14 days before the event:* 100% of the balance

**What do you do with my data?**

We respect your privacy – please refer to our Privacy Policy for further details:  
<http://www.smilesbetterphotobooth.com/privacy/>

Last Updated 21<sup>st</sup> May 2018