

# Photobooth Pro – Terms & Conditions

Welcome to Photobooth Pro! By confirming your booking (accepting a quote and paying a deposit), you agree to the terms below. Please read them carefully – they help us deliver the best possible service for your event.

## Booking & Payment

- A **50% deposit** secures your booking and is **non-refundable**.
- The remaining balance must be paid **at least 3 days before** your event.
- Bookings made within **3 days of the event** must be paid in full.
- Custom print designs/overlays are created after the deposit has been received.
- Start times and hire durations are final once confirmed.

## Service Duration & Extra Time

- Standard hire is based on the hours booked.
- Extra time is billed at **R700 per additional hour** (any part of an hour counts as a full hour).
- If setup is required earlier, or if the booth needs to be paused for proceedings, **idle time** is billed at **R350 per hour**.

## Fair Usage Policy – Unlimited Prints

Our packages include **unlimited prints**, but this is subject to a **fair usage policy**. Printing is limited to a maximum of **100 prints for every hour booked, per booth**. This ensures a smooth guest experience and prevents excessive or wasteful use.

## Cancellations & Postponements

- Deposits are **non-refundable**.
- If you postpone within **7 days of your event**, we'll re-check availability. If available, your deposit will be transferred. If not, it will be forfeited.
- Cancelling less than **7 days before the event** means the **full fee is payable**.
- We cannot refund if services can't run due to issues beyond our control, such as:
  - Load shedding / power outages
  - Natural disasters or severe weather
  - Strikes, unrest, or government restrictions
  - Traffic delays or breakdowns
- If service is interrupted, we'll extend the hire time where possible, as long as we can provide **at least 80%** of your booking.

## Setup & Venue Requirements

- We need a **standard 230V power outlet** within **20m** of the booth.
- The Client is responsible for ensuring power is available. We don't supply generators or UPS backup.

- Please make sure:
  - There is enough space for setup (especially for 360 booths, which need a clear area).
  - Venue access is suitable (stairs, loading zones, etc.).
  - Guests respect the staff and equipment.

□ If conditions are unsafe (e.g., harassment of staff, venue risks, or guests damaging equipment), we may stop the service without refund.

Any damage caused to the booth or equipment will be billed to the Client.

## Technical Issues

- In the rare case of a printer issue (photo booth), your photos will be delivered within **3 working days**.
- If live sharing fails (360 booth), videos will be provided digitally after the event.
- If we cannot supply the booked booth type, we'll arrange a suitable replacement. If that's not possible, we'll issue a **full refund**.

## Media & Marketing

- We may use event photos or videos for **marketing purposes**, unless you request otherwise in writing.
- Guest emails or phone numbers collected via the booth may be used for promotions.
- We're not liable for any privacy or reputational claims arising from marketing material.

## Liability

- The Client indemnifies Photobooth Pro against all liability for injury, loss, or damages at or after the event.
- We are not responsible for disruptions caused by circumstances beyond our control.

Thank you for choosing **Photobooth Pro**. We can't wait to make your event unforgettable!