Terms and Conditions - In the Booth Limited

IN THE BOOTH

1. Bookings & Payments

- A £50 booking deposit is required to secure your event date. Your booking is only confirmed once this payment has been received and confirmation has been issued.
- The remaining balance must be paid in full no later than 14 days before your event.
- Failure to pay the outstanding balance may result in cancellation of your booking following reasonable notice.
- Any additional services or changes to your booking must be agreed in advance and may incur additional charges.

2. Cancellations & Date Changes

- All cancellations must be made in writing.
- The £50 deposit is intended to cover initial booking administration and reserving your date. It is normally non-refundable if you cancel, subject to applicable consumer rights and the requirement that cancellation charges reflect our reasonable losses.
- Where a booking is cancelled after further payments have been made, any refund will take account of costs incurred, loss of the booking and our ability to secure replacement work. We will take reasonable steps to minimise these losses.
- Requests to change your event date are subject to availability. We will always do our best to accommodate changes but cannot guarantee alternative dates.

3. Our Photo Booth Packages

- **Icon Booth:** Our self-service package is provided without an attendant. The customer is responsible for ensuring that the equipment is used appropriately throughout the event and that guests follow the supplied instructions.
- **Pod Booth & Mirror Booth:** These packages include a member of our team to operate and supervise the photo booth during the agreed hire period.
- All packages include the equipment, features and services specified in your individual booking confirmation.

4. Equipment Damage & Responsibility

- All equipment remains the property of In The Booth.
- The customer is responsible for ensuring that guests treat the equipment, props and backdrops with care.
- The customer agrees to cover the reasonable cost of repair or replacement for damage, loss or theft caused by the customer or their guests during the hire period, excluding fair wear and tear or faults not attributable to them.

- This includes damage to cameras, screens, printers, lighting, stands, backdrops and other supplied equipment.
- Any damage will be documented and communicated to the customer, with supporting evidence and a breakdown of reasonable costs where applicable.
- Equipment must not be moved, dismantled or interfered with by anyone other than our team, unless specifically authorised.

5. Staff Safety & Behaviour

- We operate a zero-tolerance policy towards threatening, aggressive, abusive or inappropriate behaviour directed at our staff.
- In the event of verbal abuse, threats, physical assault or any situation where a member of our team reasonably believes their safety is at risk, our staff reserve the right to stop the service immediately, pack away and leave the premises.
- Where services are ended due to serious misconduct by the customer or their guests, no refund will be provided for the affected service, except where required by law.
- The customer is responsible for taking reasonable steps to ensure a safe working environment for our team.

6. Venue Access & Setup

- The customer must ensure adequate space, a safe working area and access to a suitable mains electricity supply.
- Our equipment must be positioned indoors or in a suitably sheltered, dry and secure environment, unless an alternative arrangement has been agreed in advance.
- The customer is responsible for arranging any necessary venue permissions and ensuring suitable access for delivery, setup and collection.
- Delays caused by restricted access, unsuitable facilities or circumstances outside our control may reduce the operating time without an entitlement to an extension or refund.

7. Operating Times & Technical Issues

- Hire times will be agreed before the event. Additional operating hours must be arranged in advance and may incur additional charges.
- We take reasonable care to ensure our equipment operates reliably. However, occasional technical issues can arise.
- We will make reasonable efforts to resolve any equipment faults as quickly as possible.
- Where a fault substantially affects the service provided, an appropriate partial or full refund may be offered, depending on the circumstances and applicable consumer rights.
- We cannot guarantee uninterrupted operation where problems are caused by venue power failures, guest interference or other circumstances beyond our reasonable control.

8. Photographs & Digital Files

- Digital photographs will be made available in accordance with the package booked.
- We take reasonable care to store and deliver images but recommend that customers download and securely back up their photographs promptly upon receipt.
- Any use of photographs for marketing or promotional purposes will be subject to our privacy arrangements and applicable data protection law.

9. Circumstances Beyond Our Control

- In the unlikely event that we are unable to fulfil a booking due to circumstances beyond our reasonable control, we will contact the customer as soon as possible and seek a suitable alternative.
- Where we cannot provide the agreed service, the customer will be entitled to an appropriate refund for services not provided, in accordance with their legal rights.
- We are not responsible for losses caused by circumstances beyond our reasonable control, except where liability cannot legally be excluded.

10. General Conditions

- The customer must be at least 18 years old to make a booking.
- The customer is responsible for ensuring that children using the photo booth are appropriately supervised.
- We reserve the right to refuse use of the equipment to anyone behaving dangerously or misusing it.
- Any concerns regarding the service should be raised as soon as reasonably possible so that we have an opportunity to address them.
- Nothing in these terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, or the customer's statutory consumer rights.
- These terms are governed by the laws of England and Wales.