



# Terms & Conditions

In making a booking with Capture-Me Photobooths you are deemed to have agreed to the following terms and conditions.

## **General**

Throughout these terms and conditions Capture-Me Photobooths shall be referred to as 'the company'. The person(s) and/or company who pay for the equipment shall be herein referred to as the 'client'.

## **1. Booking**

1a - Your booking is not confirmed until the booking process has been completed via our booking portal ([booking.capture-me.co.uk](http://booking.capture-me.co.uk)) and a booking fee has been paid.

1b - When booking a photo booth or any other product with the company it is deemed that the client has read, understood, has fully agreed with and is therefore bound to our terms of conditions of hire

1c - If the company is not ready to commence at the agreed start time and it is the company's fault, the company agrees to operate the hired equipment for the agreed length of hire time. However, if the company is not ready to commence at the agreed start time, as setup has been delayed due to unforeseen circumstances which are not the fault of the company, the hire will still end at the agreed finish time as stated on the booking form/invoice.

1d - In the event that the company has set up on time but hire does not start at the agreed start time due to the actions of the client or venue, the hire will still end at the agreed finish time as stated on the booking form/invoice.

1e - The company cannot be held responsible for any unforeseen circumstances that may stop them from attending your event. These include but are not limited to severe weather conditions, traffic delays, breakdown of company vehicles, sickness and/or equipment failure. If the company cannot attend or fulfil the client's hire due to events beyond the companies control they will contact you or the venue as soon as possible. In these instances the company will offer a full refund.

## **2. Prices, Booking Fee's and Balance.**

2a - All Photobooths, Selfie Pods & Magic Mirror hires are subject to a non-refundable booking fee of £100.00.

When hiring the Candy Cart, Rustic LOVE letters, Popcorn Cart, Candy Floss Cart or Wedding Post Box are subject to a non-refundable booking fee of £25.00.

2b - The remaining balance is due in full, 21 days before the event start date.

2c - On the event day, if the operative is asked to operate the hired equipment for longer than the agreed time on the booking form, an extra charge will be payable for those additional hours used. The additional fee is payable to the booth attendant before the additional time commences by cash or card.

### **3. Cancellations.**

3a - **Booking Fees are non-refundable.** Cancellation liability is then as follows:- If cancellation occurs from booking date and 61 days before the event date, the client will lose their booking fee.- If cancellation occurs between 60-22 days before the event date, the client shall be liable to pay 50% of the total payable.- If cancellation occurs within 21 days of the event start date, the client shall be liable to pay 100% of the total payable.

3b - The client should notify of their wish to cancel a booking at the first instance available by email. All cancellation emails should be sent to [cancellations@capture-me.co.uk](mailto:cancellations@capture-me.co.uk).

3c - A booking shall only be deemed as cancelled once the company has sent confirmation of the cancellation Via E-Mail.

### **4. Rescheduling**

4a - It is not possible to amend the event date of the booking. Therefore, unless otherwise agreed in e-mail, a client wishing to change their event date from the original booked date shall be treated as cancellation and shall be subject to our cancellation terms above. The client is then able to make a new booking subject to availability and acceptance of the new booking by the company

4b - The company reserves the right to amend or alter any product specifications without prior notice.

### **5. Site locations, facilities and conduct**

5a - The client shall provide the company with a suitable parking space for a Medium sized van within 50m of the venue. The route to the venue shall be free of any obstacles and shall be safe.

5b - Parking shall be provided, at the client's expense for the duration of the event/or any period where the company is required to be on site in order to fulfil the agreement.

5c - Hired equipment will be set up in one location only as agreed on arrival and will not be moved once set up. Please ensure there is sufficient space at your venue.

5d - Please ensure that you have obtained permission at your venue to use the hired equipment.

5e - Please inform the company of any circumstances that would make setting the hired equipment more demanding. This includes going upstairs and long distances. The company allocate a set period of time for setting up the hired equipment which is included within your price, if there are any complications that are not made known to the company beforehand then time taken will come out of the operating time. Idle hours are available at a cost of £30 per hour, please inform the company when booking if any are required.

5f - The client is responsible for ensuring that suitable security and crowd control measures are in place prior to the start of the event

5g - The company reserves the right to cease operation and remove the hired equipment from the venue if at any time a representative of the company feels threatened by the guests or clients or that the guests' or clients' conduct endangers the safety of other guests, clients, themselves or the safety of the hired equipment. In such cases no refund will be given with full contracted fees fulfilled.

5h - The company reserves the right to refuse guests' admission into the photo booth if our staff feel they are unruly.

## **Delivery**

Delivery, assembly, dismantle and collection to and from your chosen venue is set clearly within your package details when quoted and within a 70 mile radius of HP18 Aylesbury, outside of this radius will incur a 0.50 pence per mile surcharge each way.

## **6. Liability and insurance**

6a - The client agrees to cover the company for any damage or theft of the company's equipment whilst on hire.

6b - The company accepts no liability for any damage or loss of personal property and/or injury arising from accident, neglect or misuse from use of the hired equipment.

6c - Any equipment booked on dry hire (hire of equipment alone) is not covered by companies' insurance policy and the client is responsible for arranging suitable insurance.

6d - It is the client's responsibility to ensure the hired equipment is properly supervised in such a way to prevent any injuries. In the event of improper use of the company equipment deemed likely to cause personal injury or damage to the hire equipment we reserve the right to terminate the use of the hired equipment without recompense. It is the responsibility of the client to ensure that all users are aware of the conditions related to the safe and proper use of the equipment.

6e - In the result of any damages to either the love lights and/or candy cart glassware or any items such as tongs, scoops and decorative items going missing then the Client responsible for the hire of the love lights or/and candy cart will be charged a damage fee accordingly. The company CAN NOT be held responsible for safety issues injury, loss or damage which occur from the use of equipment, consumables or the consumption of the confectionery THIS CANDY CART IS FOR DRY HIRE ONLY. THE CLIENT IS RESPONSIBLE FOR PURCHASING THE SWEETS OF THERE CHOICE. All sweets are the responsibility of the Client.

6f - All equipment/accessories need to be returned undamaged or the client will be liable.

## **7. All other terms and conditions**

7a - The company may use any of the photographs from your event for suitable means; this includes but is not limited to advertising and promotional material either in print or on the internet.

Attending your event would mean you agree to give the company permission to use images of the client and guests if the company feels fit. Please feel free to contact us before you book the equipment if you are unclear of any parts of our terms and conditions.

We are happy to answer any questions you may have.

use the details below to get in touch:

Call us: 07835 408696

Email us: [info@capture-me.co.uk](mailto:info@capture-me.co.uk)

Contact Us Page: <https://www.capture-me.co.uk/contact.html>

We shall not sell or share your personal information with any third party or use your email address for unsolicited mail, we may occasionally send you an email related to any relevant product offers.