PHOTOBOOTH TERMS & CONDITIONS

Simple rules. Safe events. Great memories.

We want your photobooth to be one of the fun parts of the night - plenty of laughs, great photos and guests enjoying themselves. These terms are not here to spoil the fun; they are here to keep you, your guests, our team and our equipment safe, and to make sure everyone knows what is expected. By booking a CaptureBooth Photobooth from Twin Decks Entertainments, you agree to the terms below.

1. BOOKING, DEPOSIT & PAYMENT

- All deposits/booking fees are non-refundable and secure your event date.
- Unless otherwise agreed in writing, the remaining balance must be paid in accordance with your booking confirmation.
- If payment on the day has been specifically agreed, the full outstanding balance must be paid before the photobooth service starts.
- Bank transfers for event-day payment MUST be completed at least 24 hours before the event start time so cleared payment can be confirmed.
- For agreed cash payments, payment must be made before our team begins the event service. Our team will normally arrive around 45 minutes before the agreed start time to set up.
- We reserve the right not to begin service where an outstanding balance has not been paid.

2. CANCELLATIONS

- All cancellations MUST be made by email to info@twindecksentertainments.com. A cancellation is not accepted until it has been received by us.
- Deposits/booking fees remain non-refundable in all circumstances.
- If you cancel within 4 weeks of the event date, 50% of the remaining final balance will be invoiceable.
- If you cancel within 7 days of the event date, the full remaining balance will be payable.
- Any cancellation invoice must be paid by the due date shown on the invoice.

3. EVENT TIMES & ACCESS

- Your booking covers the service duration shown on your booking confirmation, normally 2 or 3 hours unless otherwise agreed.
- The client must ensure we have suitable access and sufficient setup time before the agreed start. Delays caused by restricted access, venue restrictions or the event running late do not automatically extend the booked finish time.
- Additional service time is subject to staff availability and may incur an additional charge.

4. VENUE, SPACE & POWER

- The client is responsible for confirming that the venue permits a photobooth and provides a safe, level and suitable operating area with adequate electrical power.
- Access routes must be safe and reasonably clear for moving equipment. We may refuse or alter a setup if the allocated area is unsafe or unsuitable.
- Once positioned, guests must not move, lean on, unplug or interfere with photobooth equipment, cables, printers, lighting or barriers.

5. CHILDREN & SUPERVISION

- Children under the age of 16 are NOT permitted to use the photobooth without a supervising responsible adult.
- Parents, guardians and the booking client remain responsible for children at all times. Our photobooth staff are not responsible for supervising children.
- Children must not climb on, pull, swing from or play with the photobooth, backdrop, stands, lighting, printer, cables or other equipment.

6. PROPS - PLEASE KEEP THEM WITH THE BOOTH

- Props are supplied for guests to enjoy during the photobooth service and remain the property of Twin Decks Entertainments.

- Props must not be taken away from the photobooth area, deliberately damaged, thrown around the venue or removed from the event.
- The booking client is responsible for props that are stolen, deliberately damaged or not returned. Missing or damaged items may be charged at replacement cost.
- We may remove individual props or the full prop selection if they are being misused.

7. DRINKS, FOOD & SAFE USE

- There is a strict NO DRINKS OR FOOD policy around the photobooth, printer, props table and associated equipment.
- Guests who are excessively intoxicated, behaving dangerously or repeatedly ignoring instructions may be refused use of the booth.
- Our team may temporarily pause the photobooth where required to clean the area, remove a hazard or protect guests and equipment.

8. RESPECT OUR TEAM - ZERO TOLERANCE

- Abuse, threats, intimidation, harassment, aggressive behaviour or physical contact towards any Twin Decks Entertainments team member will NOT be tolerated.
- If our staff feel threatened or unsafe, or guests repeatedly refuse reasonable safety instructions, we reserve the right to stop the photobooth and finish the service early with NO refund.
- Serious abuse, threats, assault, theft or deliberate equipment damage may be reported to the venue management and the local police.

9. DAMAGE, THEFT & EQUIPMENT

- The booking client accepts responsibility for damage or loss caused by the client or their guests through misuse, negligence, deliberate damage or theft, including damage to the photobooth, iPad/camera equipment, printer, lighting, stands, backdrops, cables and props.
- Any repair or replacement costs will be invoiced directly to the person named on the booking and MUST be paid within 7 days of the invoice date.
- Normal equipment faults can occasionally occur. Where reasonably possible, our team will attempt to rectify faults during the event. We are not responsible for interruptions caused by venue power, internet/connectivity, venue restrictions or circumstances outside our reasonable control.

10. PHOTOS & PROMOTIONAL USE

- We may use suitable photographs captured at events for Twin Decks Entertainments/CaptureBooth promotional purposes, including our website and social media.
- If you do not want event images used for promotional purposes, please email us before the event so this can be noted on the booking.
- Guests should use the photobooth appropriately. We reserve the right to remove or refuse to display content that is unlawful, threatening, abusive or otherwise inappropriate.

11. CLIENT RESPONSIBILITY

- The person named on the booking is responsible for making these terms known to relevant guests and for taking reasonable steps to ensure guests follow staff instructions.
- Venue rules, fire regulations and instructions from venue management must be followed at all times.
- If the venue prevents us from operating because permission, access, space or power requirements were not arranged by the client, this will not automatically entitle the client to a refund.

12. ACCEPTANCE & CONTACT

- By paying a deposit/booking fee or confirming a booking, you acknowledge that you have read, understood and accepted these Terms & Conditions.
- Questions or cancellations: info@twindecksentertainments.com