



Smiles Better EVENTS

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: 31930660), Credit/Debit Card (over the phone) within 2 hours of submitting the booking form please. The balance must be paid 14 days prior to the event.

How will services be delivered?

All booked services are booked as per your requirements, Please ensure all details are fully advised from loading and unloading to arranging of parking for our vehicle(s) whenever possible. Parking charges are chargeable back to yourselves after the event in the case of no parking being provided on site. We offer a full risk assessment / Method Statement service prior to the event and if required needs to be requested 14 days prior to event date. We would require a clear working passage wherever possible including access, stairs and security measures in order to gain access on site.

How will our photobooth 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 services provided?

We fully man and staff wherever possible (or included) during the duration of the hire / event. We like to encourage and talk to your guests throughout the process and maintain maximum involvement if required. Dependent on the service booked there is always at least one staff member at each event to ensure that you and your guests are properly taken care of. We are on hand to answer any questions, assist in the use of the equipment with safety and to generally make sure everything runs smoothly.

Can we extend the specified hire period?

Extra time may be booked prior to your event (subject to availability) at a cost relevant to the service booked as these vary from different equipment. If you extend on the day the fee will be determined on the following factors 1) location of your event 2) time allowed i.e unsociable hours and is 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 All over the UK and beyond (Travel costs apply). There will be transport costs incurred and this will be advised at the time of the booking and must be covered in your purchase order number and settled in full 14 days prior to the event.

How long do you take to set up and dismantle equipment? Is this included in the price?

We normally allow enough time to set up the equipment and ensure all equipment is ready for commencing at the desired start time. We like to ensure all checks are complete and tested in good time. When dismantling the equipment, we need to rope off a specific set area to ensure we can clear away without interruptions and the minimal disruption to your guests at your event. All the time required for setup is included within the hire price 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 an agreed specified time 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 priced again by each piece of equipment and the time at the end of the event, By signing these terms and conditions you agree that any payment post event will be paid as per agreement

Will there be promotional pictures taken at our event?

All 'appropriate' images will also be uploaded to our Facebook / Instagram or other social media Pages wherever possible (@smilesbetterevents) for you and your guests to tag and share at will. All photos will remain copyright of Smiles Better Events and may be used for promotional purposes (please see our Photography and Video Policy for further details). Guests must inform the attendant or any SBE staff if they do not want their photo to be used in this manner. Smiles Better Events will not upload any photos it deems unsuitable for public viewing. Please refer to our Photography & Video Policy for further details: <http://www.smilesbetterevents.com/privacy/>

Anything else we should know?

Please note we do not tolerate any of our staff to be abused whilst working at your event. We are there for your enjoyment and we have the right to enjoy our work. If by any means any issues or grievances occur please ask to speak to a supervisor as soon as possible, or the lead guest / venue host. If for any reason there is any hostility towards our staff this will be reported to the lead guest / venue host and subject to the supervisor on site all activities would cease to continue and any time remaining will be lost, This also includes no refunds for time lost and any damage to equipment by any guest taking part will be for the account of the lead guest / company or venue host including any criminal damage. By accepting these above, you confirm to accept our terms and conditions and are legally bound by these.

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: £100 plus vat

Between 61 and 90 days before the event: 25% plus vat of the balance **(if greater than £100)**

Between 31 and 60 days before the event: 50% plus vat of the balance **(If greater than £100)**

Between 15 and 30 days before the event: 75% plus vat of the balance **(If greater than £100)**

Within 14 days before the event: 100% plus vat 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.smilesbetterevents.co.uk/policies>

Last Updated 12th October 2018