

# Impulse Booth – Terms & Conditions

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### Introduction

For the purposes of these Terms & Conditions, references to “we”, “us”, or “our” mean Impulse Booth.

References to “you” or “the hirer” mean the person or organisation booking the booth.

These Terms & Conditions outline the agreement for hire. Full details can be sent upon request or found on our website.

### 1. Booking & Payment

- A booking is only confirmed once a deposit or full payment has been received.
- The balance must be paid no later than 3 weeks before the event date, unless otherwise agreed in writing.
- If the balance is not paid by the due date, we reserve the right to apply a late payment fee of 5% of the total booking cost.
- The booking may also be cancelled if payment is not received within 7 days of the due date, and such cancellation will be treated as a client cancellation, with the deposit being non-refundable.

### 2. Use of Images

- By using the photo booth, guests agree that images and videos taken may be used by us for promotional purposes, including but not limited to social media, website, and marketing materials.
- If an individual does not wish their image to be used, they must notify us either in writing prior to the event, or directly to booth staff on the day.

### 3. Liability for Damage & Theft

- Once the photo booth and equipment have been delivered to the premises of the hire, responsibility for the equipment passes to you, regardless of whether it has been set up or signed off.
- You are liable for any loss, theft, or damage caused to the equipment due to negligence, misuse, or failure to provide adequate supervision of guests.
- Any repair or replacement costs must be covered in full by you.
- All fees relating to damage, theft, or loss must be paid in full within 14 days of invoice.

### 4. Access, Setup & Space Requirements

- You must ensure suitable access, space, and power supply for the booth.
- A minimum space of 3m x 3m with access to a standard power socket is required for setup and safe operation.
- If the booth cannot be set up due to unsuitable venue access or restrictions not advised in advance, no refund will be given.

### 5. Power & Venue Responsibilities

- You must ensure a reliable mains power socket is available within 2 metres of the booth setup area.
- If no power is available, the booth cannot operate, and no refund will be given.
- You are responsible for confirming with the venue that the booth is permitted, and that no restrictions (such as noise, space, or access limitations) will affect setup or operation.

#### 6. Setup, Operating Hours & Idle Time

- Setup and pack down time are outside the agreed hire period.
- The booth will operate for the duration agreed in the booking confirmation.
- If the booth is required to be set up earlier and wait idle before operating, idle time is charged at £75 per hour.
- Overtime requests on the day are subject to staff availability and charged at £75 per hour.

#### 7. Event Conduct & Safety

- You are responsible for ensuring guests behave appropriately when using the booth.
- Children under 12 must be supervised by an adult.
- Props are to be used safely and must remain in the booth area.
- Our staff reserve the right to stop or suspend use of the booth if guests act in a way that could cause damage, injury, or offence.

#### 8. Props & Extras

- Props are provided as part of the service, but we cannot guarantee specific props will be available.
- Lost or damaged props due to misuse may be chargeable.

#### 9. Photo Prints

- We endeavour to provide a reasonable number of photo prints for guests during the hire period.
- Prints are limited to one print per guest per booth session, within reason, to ensure fair usage and availability for all guests.
- To ensure smooth operation, we reserve the right to switch to digital-only sharing (via text, email, or QR code) without notice if demand is very high or if the printer requires a break. This is at our discretion and will be done in line with the flow of the event to minimise disruption.

#### 10. Service Interruptions

- In the unlikely event of technical failure or staff illness, our liability is limited to a refund of the hire fee (or pro-rata if partial service is delivered).
- If guests cause damage that prevents the booth from operating, no refund will be given.

#### 11. Cancellations

- Cancellations made within 14 days of booking: deposits will be refunded in full.
- Cancellations made after 14 days of booking: deposits are non-refundable.

#### 12. Force Majeure (Unforeseen Circumstances)

- We will not be held liable for cancellations, delays, or failure to provide services caused by events beyond reasonable control, including severe weather, venue restrictions, accidents, transport delays, or strikes.

### 13. Privacy & Data Protection

- Digital copies of images are stored securely by us.
- Personal data collected during the event (e.g., email addresses for digital sharing) will only be used to deliver services and will not be shared with third parties.

### 14. Limitation of Liability

- We will not be held liable for any indirect or consequential losses arising from the hire, beyond the total value of the booking.

### 15. Travel & Delivery Fees

- The hire price includes free delivery to venues within the M25, Surrey, and Sussex.
- Events outside of these areas may be subject to additional travel charges, which will be agreed prior to booking.

### 16. Parking & Access

- You must ensure suitable parking and unloading access at the venue.
- Any parking charges incurred by our staff in relation to the event will be added to the final invoice.

### 17. Venue Access Restrictions

- You must inform us in advance if the venue involves stairs, narrow doorways, lifts, or any access restrictions.
- If setup is not possible due to unreported restrictions, no refund will be given. Additional charges may apply for difficult access.

### 18. Breaks in Service

- Booth operating time runs continuously for the agreed hire period.
- Any breaks requested by you or the venue (e.g., during meals, speeches, or room turnarounds) will be included within the hire time and do not extend the booking duration.

### 19. Postponements / Rescheduling

- If the event is postponed, we may, at our discretion and subject to availability, transfer the booking to the new date.
- If the new date cannot be accommodated, the booking will be treated as a cancellation and the terms under Section 11 (Cancellations) will apply.

### 20. Digital Copies of Images

- A digital gallery of images taken during the event will be provided to you within 7 days of the event.

### 21. Agreement

- By signing the booking form and/or paying the invoice, you agree to these Terms & Conditions.

## 22. Last-Minute Bookings

- Bookings made within 14 days of the event date may be subject to a 20% rush service fee, added to the total booking cost.
- This fee covers the additional time and resources required to prepare the booth and staff for short-notice events.