



Service Agreement

Services Provided

Event Snap Solutions will provide the services included in the package selected by the Client. Depending on the package booked, services may include:

- Professional Photo Booth
- Professional Booth Attendant
- Professional Camera Equipment
- Instant Photo Printing (package dependent)
- Unlimited Photo Sessions (package dependent)
- Digital Copies of All Photos
- Online Gallery (where applicable)
- Fun Photo Booth Props
- Standard or Premium Custom Photo Template (package dependent)
- Setup and Breakdown of the Photo Booth
- Photo Album (Platinum Package only)
- Message Book (Platinum Package only)

Any additional services, products, or upgrades requested by the Client that are not included in the selected package may be subject to additional charges.

Booking Policy

- A 50% booking fee is required to secure your event date and time.
- A booking is not confirmed until the booking fee has been received, our service agreement has been accepted and a confirmation has been issued by Event Snap Solutions.
- Event dates will be reserved on a first-come, first-served basis. No dates will be held without payment of the required booking fee.
- The remaining 50% balance must be paid in full no later than 7 days before the event date.
- Proof of payment may be requested before a booking is confirmed.
- By paying the booking fee, the Client acknowledges that they have read, understood, and agree to these service agreement, including the Cancellation Policy.

Client Responsibilities

To ensure the successful delivery of our services, the Client agrees to:

- Provide a clean, level, and sheltered operating space of at least 3m × 3m for the photo booth.
- Provide access to one standard 220V electrical outlet within 10 metres of the setup location.
- Ensure that the venue permits the use of photography equipment and that all necessary venue permissions have been obtained.
- Ensure safe, unobstructed, and unrestricted access to the venue for the setup and removal of equipment.

- Ensure that the setup area remains available and free from obstruction for the duration of the event.
- Supervise all children using the photo booth and ensure they are accompanied by a responsible adult where necessary.
- Ensure that guests use the photo booth, props, and equipment responsibly and respectfully.
- Accept responsibility for any loss, theft, or damage to Event Snap Solutions' equipment or props caused by the Client, guests, or any third party attending the event, excluding normal wear and tear.
- Inform Event Snap Solutions of any changes to the event details, venue, or schedule as soon as reasonably possible.

Change of Venue

The Client must notify Event Snap Solutions via our website or by email at least 8 days before the event of any change to the event venue. Venue changes are subject to availability and may result in additional travel, charges. Event Snap Solutions reserves the right to decline a venue change if it is not reasonably possible to accommodate the new location.

Setup & Breakdown

Event Snap Solutions requires approximately 1 hour before the scheduled event start time to complete setup and approximately 1 hour after the event concludes to dismantle and remove all equipment.

The Client is responsible for ensuring that the venue is accessible during these times and that the designated setup area remains clear and available. Any delays caused by restricted access, venue limitations, or circumstances beyond the control of Event Snap Solutions may reduce the operating time of the photo booth and will not entitle the Client to a refund or reduction in fees.

Overtime

- The operating time included in the selected package is as specified in the Client's booking confirmation.
- Any request to extend the operating time during the event is subject to staff availability and the discretion of Event Snap Solutions.
- Approved overtime will be charged at R2,500.00 for the first additional hour and R2,000.00 for each additional hour thereafter. Payment for all additional hours must be made before the extra service is provided.
- All overtime requests must be submitted via email or through our website and must be approved by Event Snap Solutions before any additional service will be provided. Confirmation will be sent via email.
- If overtime cannot be accommodated due to staff availability, venue restrictions, or other operational requirements, Event Snap Solutions shall not be held liable for any resulting inconvenience.

Equipment Damage

The Client is responsible for ensuring that all guests use Event Snap Solutions' equipment, props, and accessories in a safe and respectful manner.

The Client accepts responsibility for any loss, theft, or damage to Event Snap Solutions' equipment, props, or accessories resulting from:

- Negligence or misuse by the Client or their guests.
- Deliberate or reckless damage.
- Food or drink spills.
- Theft or attempted theft.
- Accidental damage caused by the Client, guests, or third parties attending the event.
- Any damage resulting from failure to provide a safe operating environment.

The Client will be liable for the reasonable cost of repairing or replacing any equipment, props, or accessories that are lost, stolen, or damaged beyond normal wear and tear. Event Snap Solutions reserves the right to invoice the Client for all reasonable repair or replacement costs, which shall be payable within 7 days of the invoice date.

Cancellation Policy

- All cancellation requests must be submitted via our website or by email. The following cancellation charges will apply based on the date on which the cancellation request is received by Event Snap Solutions.
- **32 days or more before the event:** The booking may be cancelled, and all amounts paid, including the deposit, will be refunded. A R200 administration fee will be deducted from the refund.
- **26–31 days before the event:** The Client will be liable for 30% of the total booking fee. The 30% penalty fee will be deducted from the refund.
- **16–25 days before the event:** The Client will be liable for 50% of the total booking fee. The 50% penalty fee will be deducted from the refund.
- **8–15 days before the event:** The Client will be liable for 100% of the total booking fee. The booking fee will be forfeited.
- **7 days before the event:** The remaining balance of the booking fee must be paid in full no later than 7 days before the event date. Failure to make payment by the due date may result in the booking being cancelled, and the booking fee paid to be forfeited. The same terms shall apply if the Client cancels the booking exactly 7 days before the event.
- If the client paid the full package fee and cancels 7 days before the event, only the deposit paid will be forfeited and the balance will be credited to the customer.
- **6 days or less before the event:** The Client will be liable for 100% of the total service fee (package), and no refunds will be issued for cancellations made within this period.
- Event Snap Solutions reserves the right to retain any payments already received and recover any outstanding amounts due in accordance with this Cancellation Policy.
- Where a refund is applicable, it will be processed within 7 business days using the original payment method.

Cancellation by Event Snap Solutions

Event Snap Solutions reserves the right to cancel or reschedule a booking due to circumstances beyond its reasonable control, including but not limited to serious illness, injury, family emergency, accident, severe weather, equipment failure, or any other unforeseen event that prevents the safe or reasonable delivery of the services.

Event Snap Solutions will notify the Client as soon as reasonably possible after becoming aware of the circumstances requiring cancellation or rescheduling.

Where possible, Event Snap Solutions will make every reasonable effort to provide a suitable replacement service or offer an alternative event date, subject to availability.

If a replacement service or alternative date cannot be arranged, the Client will receive a full refund of all monies paid, and neither party shall have any further liability to the other in respect of the cancelled booking.

Event Snap Solutions shall not be liable for any indirect, consequential, or additional costs incurred by the Client as a result of such cancellation, including but not limited to venue costs, travel expenses, accommodation, or other third-party expenses.

Limitation of Liability

Event Snap Solutions will make every reasonable effort to provide the services as agreed. However, Event Snap Solutions shall not be held liable for any delay, interruption, reduction in service, or failure to perform caused by circumstances beyond its reasonable control, including but not limited to:

- Power failures or electrical faults.
- Internet or network outages.
- Venue restrictions or access limitations.
- Severe weather conditions or other adverse environmental conditions.
- Acts of God, natural disasters, or other unforeseen events.
- Government regulations, restrictions, or public health measures.
- Supplier delays or equipment delivery issues.
- Actions or behaviour of the Client, guests, venue staff, or third parties.
- Theft, vandalism, or damage to equipment during the event.

Should any equipment fail unexpectedly, Event Snap Solutions will make every reasonable effort to repair or replace the equipment and continue providing the service. If this is not reasonably possible, Event Snap Solutions reserves the right to provide a suitable alternative solution where available.

Event Snap Solutions shall not be liable for any loss of photographs, delays, interruptions, or reduced services resulting from circumstances beyond its reasonable control.

Under no circumstances shall Event Snap Solutions be liable for any indirect, incidental, consequential, or special damages, including but not limited to loss of profits, emotional distress, loss of opportunity, or any other financial or non-financial loss arising from the provision or non-provision of the services.

Privacy Policy

Event Snap Solutions respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA).

The personal information collected through your booking may include your name, contact details, event information, payment details, and any other information necessary to provide our services.

Your personal information will only be used for the following purposes:

- Processing and managing your booking.
- Communicating with you regarding your event.
- Processing payments and issuing invoices.
- Providing the services included in your selected package.
- Delivering digital galleries, photographs, and other products or services purchased.
- Maintaining business records and complying with legal or regulatory obligations.

Event Snap Solutions will take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration, or disclosure.

Your personal information will not be sold, rented, or disclosed to third parties except:

- Where required by law.
- Where necessary to process payments or deliver the agreed services.
- Where you have provided your consent.

Personal information will be retained only for as long as reasonably necessary to fulfil the purposes for which it was collected or as required by applicable law.

By accepting this Service Agreement, the Client acknowledges that they have read and understood this Privacy Policy and consent to the collection, processing, storage, and use of their personal information for the purposes described above.

Photo Release & Marketing Consent

During your event, Event Snap Solutions may capture photographs and/or videos as part of the services provided. We respect your privacy and will only use photographs or videos from your event for marketing and promotional purposes with your permission. Your decision will not affect the services provided to you.

Please select ONE option:

☐ **YES** – I grant Event Snap Solutions permission to use photographs and/or videos from my event for marketing, advertising, and promotional purposes, including but not limited to:

- Facebook
- Instagram
- TikTok
- Website
- Printed Marketing Materials
- Online Advertising, Etc.

I understand that these images and videos may be edited, published, and used without further notice or compensation.

☐ **NO** – I do not grant Event Snap Solutions permission to use photographs and/or videos from my event for marketing, advertising, promotional purposes, or inclusion in its portfolio.

By signing this Service Agreement, I confirm that my selection above accurately reflects my consent regarding the use of photographs and videos from my event.

Client Declaration

By signing this Service Agreement, I confirm that:

- I have read, understood, and agree to all the terms, conditions, policies, and clauses contained in this Service Agreement, including the **Services Provided, Booking Policy, Payment Terms (where applicable), Client Responsibilities, Change of Venue, Setup & Breakdown, Overtime, Equipment Damage, Cancellation Policy, Cancellation by Event Snap Solutions, Limitation of Liability, Privacy Policy, Copyright & Intellectual Property Clause (where applicable), and Photo Release & Marketing Consent.**
- The information I have provided is true, complete, and accurate to the best of my knowledge.
- I have had the opportunity to ask questions regarding this Service Agreement and have received satisfactory answers.
- I understand that this Service Agreement becomes legally binding upon acceptance and signature by both parties.

Client

Client Name:

Client Signature:

Date:

Event Snap Solutions

Authorized Representative:

Signature:

Date: