

Smiles Better Entertainment

Terms & Conditions

Effective from 2025

How do I confirm my booking?

To secure your booking, we need:

- A completed booking form
- A £60 non-refundable booking fee (this goes toward your final balance), paid within 24 hours of submitting your form

The final balance must be paid in full at least 14 days before your event.

How can I pay?

We accept the following payment methods:

- Bank Transfer – details will be provided on your invoice
- Credit/Debit Card by phone
- Credit/Debit Card via secure payment link

How will we receive our photos?

Each session includes on-the-spot photo printing using professional dye-sublimation printers, producing touch-dry and waterproof prints in seconds.

After the event, we'll send all digital photos (and any GIFs, if applicable) via a secure file transfer link to your email.

What size are the printed photos?

- Magic Selfie Mirrors produce 6×4" prints (portrait layout), usually with 1–3 individual photos per print.
- Booths and Pods produce 6×4" prints in landscape format, usually with 1–4 images per print.

Can we customise the prints?

Absolutely! We can include your names, event date, or a short message on the print layout. Please include this request on your booking form.

We also offer a fully customised template design service – just let us know your theme or send us inspiration (e.g. wedding stationery or invites).

How many photos can we take?

You and your guests can use the booth as many times as you like during your hire period. One print is provided per session by default.

Want extra copies for everyone in the picture? You can upgrade to unlimited prints for £75 per event.

Who operates the booth/mirror/pod?

A friendly, trained member of staff will be with the unit at all times. They'll help guests, encourage interaction, and ensure the session runs smoothly. The touchscreen allows easy photo selection (colour, black & white, sepia), and our team will guide guests throughout.

What props do you provide?

We bring a wide range of fun props to suit your event, including hats, wigs, glasses, signs, and themed extras for holidays and occasions.

Can we extend our booking?

Yes – subject to availability:

- £75 per additional hour (if booked in advance)
- £100 per additional hour (if added on the day)

Any extra time must be paid in full before the extension begins.

Do you travel?

We're based in Dagenham, Essex, and include travel within 60 miles at no extra charge.

If your venue is beyond 60 miles, a fuel and travel surcharge will apply. A full quotation including transport costs will be provided upon enquiry.

How long does setup take?

We usually allow one hour for setup, which is included at no extra charge and does not count toward your hire time. We'll dismantle the equipment straight after your session, usually within 30–40 minutes.

Please note: if we are delayed from setting up on time due to venue or client restrictions, we may not be able to extend your session.

What if the venue requires early setup?

If we are required to arrive more than 1 hour before your hire period begins, or remain on-site more than 1 hour after your hire period ends, an idle time fee of £35 per hour (or part thereof) will apply. The booth is not available for use during idle periods.

Can we split the hire time?

Yes – for example, 1.5 hours before dinner and 1.5 hours after. This must be arranged in advance and will incur idle time charges as described above.

Will we get a copy of all photos?

Yes – you'll receive a link to download all photos (and GIFs if included) after the event. We also upload appropriate images to our Facebook page (facebook.com/smilesbetterpb) for you and your guests to view and share.

If you would prefer your images not to be shared on our social media or used for promotional purposes, please notify us in writing at the time of booking, or inform our staff on the night.

All images remain the property of Smiles Better Entertainment and may be used for promotional purposes unless you opt out in advance. Please read our full Photography & Video Policy for more information.

What behaviour is expected?

We want everyone to have fun – but safely and respectfully. We ask all guests to:

- Be ready before stepping into the booth
- Use props gently and safely
- Follow the instructions of our staff

We reserve the right to stop the session if:

- Equipment or props are being misused
- Guests behave in a threatening or unsafe manner
- Our staff are verbally abused or harassed

If the session is stopped for any of the above reasons, no refund will be provided for unused time.

Guests must not remove props from the booth area. Clients will be charged for any damage to equipment or props caused by themselves or their guests. The cost of repair or replacement will be assessed and invoiced within 7 days of the event, with evidence of the damage and associated costs provided.

Children under 16 must be supervised by a responsible adult at all times. Smiles Better Entertainment accepts no liability for unsupervised minors.

Can we cancel or reschedule?

Yes, but the following cancellation fees apply:

- More than 90 days before the event: no fee (the £60 booking fee remains non-refundable)
- 61–90 days: 25% of the full balance
- 31–60 days: 50% of the balance
- 15–30 days: 75% of the balance

- Within 14 days: 100% of the balance

If you wish to reschedule your event, we will do our best to accommodate a new date subject to availability. Rescheduling requests made more than 30 days before the event may be transferred without penalty. Within 30 days, standard cancellation fees may apply.

What if you cannot attend our event?

In the unlikely event that we are unable to attend your event due to circumstances beyond our reasonable control (including but not limited to vehicle breakdown, severe weather, or illness), we will notify you as soon as possible and offer a full refund or an alternative date. Our liability in such circumstances will be limited to the amounts paid by the client.

Limitation of Liability

Our total liability to you shall not exceed the total amount paid for your booking. We accept no responsibility for any indirect or consequential loss arising from the provision of our services.

What happens with my personal data?

We take your privacy seriously. Please read our Privacy Policy for full details:
smilesbetterphotobooth.com/privacy

Governing Law

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from your booking will be subject to the exclusive jurisdiction of the courts of England and Wales.