

Lollipop-up: The Pop-up Portrait Parlour

Terms and Conditions

Please read the terms & conditions below before committing to hiring Lollipop-up: The Pop-up Portrait Parlour. If you have any queries, please get in contact with us via email – lorna@lollipop-up.co.uk.

Definitions

We/Us – Lorna Whitlock, owner of Lollipop-up: The Pop-up Portrait parlour, and her supporting team of assistants.

You - The person, persons or organisation making the booking.

Guests - Persons you wish to use the services of Lollipop-up: The Pop-up Portrait Parlour as part of your booking.

Hire Period

We agree to provide a photography service for the agreed duration of your booking, excepting any necessary maintenance interruptions (e.g. changing camera battery, replacing a blown bulb etc.)

We will do our best to accommodate people already waiting at the end of the hire period for a grace period of up to 10 minutes.

We may at our discretion agree with you to extend the service beyond this for an additional charge.

Set up and take down time is not charged.

Payment

We ask you to pay a non-refundable booking fee of **25%** of the overall hire charge at the time of booking.

The remaining balance is payable no later than **14 days** before the event.

Space & Other Requirements

We require:

Space - A minimum clear space of **3.5m x 5m** with a minimum height of **3m**, although more space than this will provide a better experience.

Power - At least one 13-amp power socket within 10m.

Light - We provide all our own lighting, but existing bright lights in the vicinity of Lollipop-up: The Pop-up Portrait Parlour can interfere with photo quality. Therefore, you should check that any bright lights (e.g. spot lights or strip lighting) in the area can be switched off or re-directed.

Time - We will need access to your venue a minimum of one hour before and one hour after your booked time with us, for set up and take down.

Please check these requirements carefully in advance of your event. If you are in any doubt, we are happy to contact your venue directly to ensure our service can run smoothly. There is usually a solution if we know of any issues in advance.

Cancellations

If **YOU** cancel:

Up to 30 days before the event - no charge (but your booking fee will be forfeited)

Between 30 days and 14 days before the event - 50% of total fee payable

14 days or less before the event - 75% of total fee payable

If **WE** cancel:

If we are unable to honour your booking due to some unforeseen problem we will refund all money paid, including your booking fee. We cannot be liable for any other resulting loss.

If we suffer a technical failure part way through the service period, we will offer a part refund proportional to the time remaining.

Damage

We promise to respect your event venue and take every care not to damage any part of it. You are responsible for any damage to, or theft of our equipment by you or your guests.

Health & Safety

We carry public liability insurance and will supervise all users of Lollipop-up: The Pop-up Portrait Parlour with their safety in mind.

We cannot be held responsible for injury or damage to personal effects caused by misuse of our equipment or people acting on their own initiative against our advice.

We reserve the right to terminate your booking early if you or any of your guests are abusive to us or our equipment.

Internet

We may, at our discretion, upload images taken during your event to our Facebook page and/or other web sites.

We will not upload any images of minors without written permission from a parent or guardian.

Any images uploaded can be promptly removed by emailing lorna@lollipop-up.co.uk with '**REMOVE**' as the subject and a link to the image and/or description of the image.

Data Protection

We will store your details on our database and may occasionally send you news about Lollipop-up: The Pop-up Portrait Parlour. If you do not want to receive such news you can unsubscribe.

We will not pass your details on to any 3rd parties.