

Terms and Conditions

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We want to ensure everything runs smoothly for your event. Our ability to provide our services depends on having adequate and reasonable access to the venue for both setting up before the event and packing up afterward.

Please note that this agreement is contingent upon such access. If access times are unsociable or unreasonably short, additional charges may apply.

We will inform you of our specific access requirements at the time of booking and will also send a reminder email no later than four weeks before the event. It will be your responsibility to ensure the venue can accommodate these requirements, at your expense.

Thank you for your understanding.

Payment Terms

To secure your desired date, we kindly request a deposit. Please note that dates cannot be held until this deposit has been received.

The outstanding balance for your event is due no later than 60 days prior to the event date.

If your event is scheduled for less than 60 days from the date you accept our offer, the full balance will be due upon booking. Please be aware that no dates will be held until full payment is received and the booking confirmation has been sent.

We look forward to helping you make your event memorable.

Cancellations

We understand that circumstances can change, and we are happy to consider all reasonable requests for event cancellations.

To cancel your booking, please send an email to events@7colours.co.uk. Please note our cancellation policy:

More than 90 days notice:

If you cancel more than 90 days before your event date, we will cancel your event without additional payment. Please note that any deposit paid will be retained.

Between 60-90 days notice:

For cancellations made between 60 and 90 days before your event date, we will retain any monies already paid, and 50% of the outstanding balance will be due to cover administration and loss of earnings.

Less than 60 days notice:

If cancellation occurs less than 60 days before your event date, we reserve the right to retain the full fee for the booking, and to issue no refund. This covers administration and loss of earnings.

Postponement and Rescheduling

We understand that circumstances may arise that require you to postpone your event. We are happy to consider all reasonable requests for postponement, up to a period of six months from your original event date, subject to our availability.

To request a postponement, please send an email to events@7colours.co.uk. There is no additional charge for rescheduling your hire date, provided that reasonable notice is given and the event venue remains the same. Please note that we reserve the right to charge extra fees if there is a change in the venue or location.

When you postpone your event, we will hold your paid monies and booking for up to 90 days. During this 90-day period, we kindly request that you contact us to agree on a new date for your event. If we do not hear from you to reschedule within 90 days of your postponement notification, your booking will be considered cancelled, and we reserve the right not to refund any monies paid.

Large Parties Hire

For parties exceeding 350 guests, we highly recommend a minimum of 4 hours for photo booth hire to ensure all your guests have ample time to enjoy a session. Without this consideration, we cannot guarantee that every guest will get a chance to use the photo booth.

We are happy to advise on the most suitable package based on our experience to help make your event a success. Our pricing covers the comprehensive services involved, including planning, design, transportation, setup, packing, and the photography and printing services.

Additional active hours can always be added to any package to further accommodate your needs.

Hire Time

Our standard hire period concludes at 23:00. Should you require the photo booth to operate beyond this time, please arrange this with us no later than the day before your event. Please note that an additional surcharge will apply for any extended hours past 23:00.

We understand that unforeseen delays can sometimes occur during an event, and these are often beyond your control. However, please note that we do charge for early set up and stand-by hours. Due to the time required for transport, setup, and pack down the photo booth, we cannot always adjust our hire times to accommodate delays in your event schedule.

In case of delays in the program of the event, we leave it to our discretion to decide whether to change the opening and closing time of the photo booth.

If we decide to change the opening time, we would change the closing time accordingly, but only up to 11pm.

We are unable to keep the photo booth open past 23:00 for bookings that have not been invoiced to include the after 23:00 surcharge.

Please also be aware that we reserve the right to open the photo booth at the initially agreed time and close it at the initially agreed time, as packing up the photo booth can take up to two hours and we must be mindful of the venue's closing time as well.

Idle Hours and Early Setup

Our service includes the time for setting up and packing up the photo booth, in addition to the "active hire" period when we're taking, printing, and sharing photos (both physical prints and digital copies).

Typically, setup takes us about 2 hours, and packing up takes 1 to 2 hours. We account for breaks and meals within these times. We aim to arrive 2 hours before the time the photo booth is scheduled to open, which is when we begin taking photos and operating the printing station.

Our goal is to minimise any idle hours, and this approach generally works well with most venues across the UK. We strive to have the photo booth presentable for the time your event starts and the first guests are expected to come. However, if an early setup is required, or the packing up has to be delayed following the end of the photo booth operating times, some downtime may be unavoidable.

In such instances, a surcharge will be applied for each idle hour/early setup hour outside of our standard 2-hour setup directly preceding the photo booth opening and the 2-hour pack-up immediately following its closing.

Setting Up Requirements

Set up time:

We need 2 hours to set up right before opening the photo booth, depending on the type of backdrop and difficulty to access the venue for unloading our equipment.

Please let us know early on if setting up early is required as we charge for idle hours and early set up time.

Space:

We need a minimum of 4m x 4m / 13ft. x 13ft. of floor space (5m x 4m in the case of the Tropicana backdrop) and a standard ceiling height of 2.4m/ 8ft.

We can adjust the dimensions of most of our backdrops and set up to fit smaller spaces. There must be enough space around the chosen area to allow guests to enter and exit the booth without difficulty. We do work with you to determine the best spot, taking into account all the activities planned for the event.

We need access to a standard power socket.

It is the client's responsibility to ensure that there is enough space and time to accommodate the photo booth before proceeding with the booking.

We do not set up in wide open outdoor spaces.

In order to protect our fragile equipment from the elements and dew, we do not set up in spaces such as tipis and marquees without hard flooring or adequate walls.

Space made available by the venue for setting up:

The designated area for the photo booth must be completely clear of any objects and furniture before our estimated arrival time. This allows us to set up efficiently and on schedule.

Additionally, please ensure that we have access to the setup space at least 2 hours before the photo booth is scheduled to open. We always do our best to set up as discreetly as possible, especially when close to the event festivities.

Please note that if the allocated space for the photo booth is not cleared or accessible 2 hours prior to the photo booth opening, and this causes delays in our setup, we will still do our utmost to be ready as soon as possible, but the active hire time may be consequently reduced.

Ideal spot/room:

When possible, please avoid locations with direct sunlight exposure against the backdrop that cannot be blocked with curtains as it may affect the quality of the photography.

Rooms like an orangery or conservatory are to be considered with care.

Please be aware that the use of nearby fog and smoke machines can affect the quality of our photography, and we cannot be held responsible for any alterations caused by them.

Sharing to Phones Via Text and Email and QR Code

The sharing of digitals to phones via email, text message, and QR code is dependent on the phone signal and the Internet Wifi in the room or location where the photo booth is set up.

We try our best to plan ahead for the coverage but we cannot guarantee instant sharing when the Internet reception at the venue is weak and the phone signal in the room is poor.

In extreme cases when there is not enough coverage, Email and SMS shares will queue and send out with a delay when there is an adequate internet connection. The QR code option may not always be available.

Backdrop Reservations and Limitations

We recommend reserving your backdrop at the time of booking.

This ensures we can allocate equipment effectively, especially given the high demand for our backdrops on popular dates.

You can always change your backdrop choice later, provided it's available for your event date.