



GLOWING EVENTS LTD TERMS & CONDITIONS

About Us

Glowing Events LTD are a family run business based in the West Midlands. Offering indoor event decoration and entertainment services for your events.

PAYMENTS POLICIES

- 1-** Payments can be completed at your selected event venue for certain items. Wedding items/ packages/ photobooths will be payable before the date of event, this will be discussed with you on booking. We accept: Cash, Bank transfer, card/contactless and payment links for: Klarna, Apple Pay, Link and Amazon Pay. Payments must be completed before your event starts or we reserve the right to cancel your booking with no deposit refund.
- 2-** Deposits are completed online by bank transfer and must be completed to secure your booking. Your date and required items will not be held open for you unless a deposit is received. Alternatively, you can pay in full.
- 3-** Our payment links are provided and managed by 'Stripe'. Glowing Events has no relationship with Klarna, Apple Pay, Link, Amazon pay or any other payment systems. We are not responsible for collecting installments, please contact the payment system you used for example Klarna for any issues regarding payment. If we have an issue with your payment, we will contact you.

REFUNDS & CANCELLATIONS

- 1-** If you need to cancel your booking with us, please let us know as soon as possible. If your booking is 4 weeks or more of the date of cancellation, then you will be entitled to receive your full deposit refund. If your event is sooner than the 4 weeks cancellation notice then you are entitled to move your event to another available date, no deposit refund will be given.
- 2-** If we are unable to provide you with a service on your event date for any reason, you can: move your event date (subject to availability) or you may claim your full refund on items.

DAMAGES DURING HIRE

- 1-** We understand that accidents can happen at events, as the hirer it is your responsibility to ensure that all our equipment supplied is protected from any potential damage by not moving items after they have been set up, ensuring that children are supervised at all times and not allowed to touch any of our equipment and reporting any damage to us as soon as possible. You as the hirer are responsible to make payment for any damages including any caused from your venue, it will be your responsibility to claim back damage costs from them. The cost of this will be discussed with you once collection has been made and photos taken to assess the damage. If any equipment on the selfie pod or the 360-video booth is damaged during the event causing it not to operate, it will be closed with no refund. Any missing items will also be subject to a charge; this includes but is not limited to candy cart jars.

SAFETY

- 1-** We have a zero-tolerance policy with regards to staff and equipment safety. We are here to provide you with a service and not to tolerate any form of abuse from guests. Our staff reserve the right to cease providing a service and leave the venue if they feel threatened, intimidated or have reason to believe that the equipment may be abused and suffer damage. An example of this could be intoxicated guests, etc. If a situation like this were to happen, you will not be entitled to a refund. If any staff are assaulted or similar, then police (999) will be called immediately.

DIGITAL SELFIE PODS (STAFFED + UNSTAFFED)

- 1- If you have hired a **digital selfie pod**, you as the hirer are responsible for ensuring that children are not unsupervised around the machine and you are responsible for its condition and for it not to be abused by any guests or potentially knocked over. Please ensure that children do not touch the screen and use the photobooth with a responsible adult to avoid them locking the pod out of its software. If you fail to do this and you are locked out of the software, then you will be charged a minimum of £20 for a member of staff to attend the venue to restart the machine.
- 2- The template for your selfie pod or 360 must be completed 48 hours before the event begins. We will always begin designing your template and attempt to contact you at least 4-5 days before your event. If we don't receive a response from you or the booker regarding your template design within the 48 hours before the event, we reserve the right to continue without a design. Photos or videos taken will still be on the template but with a plain design.

IMAGES / 360 VIDEOS

- 1- Digital pod images are downloaded by QR code or WhatsApp. This is subject to signal. Ideally, we would like to join your venues WIFI if possible, to improve the signal on the pods. If the signal is poor, then you will receive your images once signal has improved. For the 360 videos these are also downloaded by QR code, WhatsApp or airdrop which again is subject to signal. The day after your event you will be sent a link to the public gallery of all images/videos taken for you to download which is valid for 6 months.
- 2- If for any reason the printer which were assigned to print any images from the selfie pod has a fault which is preventing any taken images from printing at the venue, staff will try their best to rectify the problem. If the printer still has a fault preventing it from printing guest's images, then you may receive all prints by post with no extra charge. You will not be entitled to any refund or compensation if the issue has been resolved (posted prints or printer fixed)
- 3- The template for your selfie pod or 360 must be completed 48 hours before the event begins. We will always begin designing your template and attempt to contact you at least 4-5 days before your event. If we don't receive a response from you or the booker regarding your template design within the 48 hours before the event, we reserve the right to continue without a design. Photos or videos taken will still be on the template but with a plain design.

TIMINGS

- 1-** When we arrive at your event venue, it is your responsibility to ensure there is enough space for the hired item. If we are unable to setup the 360 Video booth or Selfie Pod due to your event running late, we will wait until a space is available, but this will run into your booked times. We will not give you extra time at the end of your booked time unless subject to staff availability and a payment of £40 per hour is completed. If there is no room available to safely set up and run the 360 booths (requires 4-meter diameter for the 360 and 9ft high for LED enclosure) then your booking will be cancelled and no refund given. It is your responsibility to ensure there is sufficient space for your hired items. If for any reason we are late to your booking, we will make this time up for you. Please note, in many instances we will aim to set up 360 booths and selfie pods during the day ready for our operators to return for your hired time. Please refrain from touching or moving the equipment to avoid damages.

DELIVERY & COLLECTION

We always strive to meet the agreed time of delivery, however, sometimes due to circumstances out of our control if we are late, we will contact you as soon as possible prior to delivery.

- 1-** If you have arranged to meet us and the venue/location is closed or inaccessible upon agreed arrival time, then we will attempt to contact you. Due to our team running on a planned schedule, depending on how busy we are we allow a grace period of approximately 20 minutes before we may have to re arrange the booking which will result in a re delivery fee. If we are unable to return, then your booking will be cancelled, and no refund will be given.

We remind you if you cannot make the delivery time specified it is important to let us know if you are running late.

- 2- Collection times will be arranged with you or the venue. If we arrive to collect and we cannot collect the hired items at the agreed time given by you or the venue, then you will be required to pay a re collection fee. If it was the venue who decided on a collection time, please contact them to resolve the issue after you have paid the re collection fee.
- 3- Any event inside within 10 mins of B31 postcode is exempt from a travel fee. Any event outside this boundary, will be quoted a delivery fee.

TERMS & CONDITIONS APPLY WHEN DEPOSIT IS PAID

Last Updated:19/08/26

www.glowingevents.uk

Contact:

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END OF TERMS & CONDITIONS