

# TERMS & CONDITIONS

## PROMOTIONAL VOUCHERS

- All studio time reserved is subject to a refundable deposit of £30 on a weekday and £50 on a weekend. All deposits apply per person over 14 as this will affect the length of time reserved. This is in addition to the cost of the promotional voucher.
- Booking deposits can be used towards the purchase of images, however clients are under no obligation to do so. In the event that a client does not wish to purchase any images, the booking deposit will be reversed onto the debit or credit card supplied, on the second Monday after your appointment has been completed.
- Appointments may be cancelled within 7 days of the booking being made. After this period they may only be rescheduled and with a minimum of 4 working days notice. Please note that if the booked appointment is within 7 days of the booking then a reschedule only policy will apply.
- Failure to give 4 working days notice (weekends days not included) to reschedule an appointment will result in a loss of deposit. However you will be allowed to use it as credit towards images on the rescheduled appointment.
- Failure to attend appointments will result in loss of the booking deposit, however, if rebooked within 7 working days of the missed appointment, the deposit can still be used as credit towards images.
- Promotional vouchers cannot be used for groups of 3 or more people. The exception to this rule are families.
- Each individual and their guest may receive a complimentary image each. This is an individual shot of that client only. In the case of a family any two complimentary image can be taken.
- Each promotional voucher allows the client to use our service on one occasion only. If you wish to purchase additional vouchers, these must be purchased as gifts for others only.
- Motion Photo Studio allocates weekly slots for students, OAPs and those on low income that do not require a deposit. These are available on a first come, first serve basis and can only be booked within 3 days of the appointment. Failure to attend the booked session will result in a deposit being taken for the next session.

## PACKAGE PURCHASED ON MOTION PHOTO STUDIOS WEBSITE

- Each session fee is for 1 or 2 persons. We can cater for groups of up to a maximum of five people.
- If purchased as a gift voucher, this will be valid for 6 months and a voucher can be sent by Motion Photo Studio to the recipient of your choice.
- After seven days, all online packages are non-cancellable.
- To book your appointment simply get in touch with our team. Appointments are available 7 days per week, first appointment at 10am, last at 4pm.
- If you wish to change your booked appointment we require 4 days notice.
- If you fail to give 4 days notice on the first occasion, we will reschedule your appointment. If you fail to give 4 days notice second time around, you'll be required to pay a new session fee and will forfeit the first fee.

## AT THE STUDIO

- Clients should arrive 10 minutes early for the session.
- Clients arriving more than 20 minutes past their allocated appointment slot may need to be rescheduled and the deposit will no longer be refundable. In this case deposits can still be redeemed towards any purchase at the studio.
- We offer a range of alcoholic drinks to complement your session but these are offered on a discretionary basis only and our staff have the right to refuse service if they feel that it necessary.
- Please bring no less than 3 wardrobe changes, arrive with clean hair free of styling products and no make up. If you have afro or extremely curly hair and would like a smoother style, please arrive with it blown out.
- For the purposes of hygiene for all clients, service can be refused to anyone with infectious skin conditions or head lice. If a client arrives with a condition we suspect is contagious, they will be asked to rebook another session.
- Please note we do not offer a manicure or a facial service at motion photo studio. With some promotions we provide a cleanse, tone and moisturise of the skin before make up and a file and paint of the nails to add some extra colour to the photos.
- All non headshot appointments last between 3 and 4 hours. This can not be shortened and portions of the session can not be skipped. If a client does not stay for the full studio time reserved on their behalf, the deposit will be forfeited.
- Headshot sessions typically last between 1-2 hours including viewing. This can be considerably less if you don't require full make up or hair.
- Under 18s must be accompanied by a parent or guardian who is over 18. If you look under 25, please bring identification with you.
- Payment of pictures is normally done by debit/credit card at the end of your viewing.
- In the interest of copyright no personal photography or filming is permitted in the photographic or viewing areas of the studio without written permission from a senior member of staff at Motion Photo Studio. Clients found using a photographic device will forfeit their deposit and may be asked to leave.
- For security, customer service and training purposes please note that we record all our viewing sessions.
- Once a client has left the studio, all orders are non-cancellable.

## **COMPLAINTS**

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

- All complaints must be made in writing via email
- Motion Photo Studio will respond to all complaints within 7 working days
- Motion Photo Studio will attempt to resolve the claim within 14 days of the complaint being made to ensure client satisfaction

We will need:

- A clear, detailed description of what your complaint is about
- Copies of any letters or emails related to the complaint
- The date of your appointment, if you have it
- Your email address or postal address (so we can reply)

## **FINALLY**

- Motion Photo Studio reserve the right to refuse service to any client we feel is abusive of either members of staff, our other clients or the premises.
- In booking an appointment, clients agree to comply with all the above terms.

**All rights reserved**