

## F.A.Q.s

✧ *1. How much space would you require for a photo booth set up?*  
To work our magic, we recommend a space of at least 2.5 meters by 2.5 meters, inclusive of:

- A dazzling backdrop
- The star of the show, our photo booth
- 1 Table for all the props and our trusty printer
- Of course, enough space for everyone to strike their best poses.

We can accommodate smaller spaces as well, leveraging an ultra-wide camera lens for exceptional photo quality. And if you're unsure, we'll happily swing by for a non-obligatory site visit to plot the perfect setup.

✧ *2. What logistics would we need to provide for the photo booth vendor?*  
We'd love a table and a couple of chairs. If Power outlets are nearby, that's fantastic. But no worries – we bring the extension cables as well!

✧ *3. We want to confirm our booking, what are the available payment options?*  
Upon deciding to engage our services, a 50% deposit is required for booking confirmation, with the remaining 50% due on the event day. Payment methods include:

- PayNow to our UEN
- Bank transfer
- Credit Card\*
- GrabPay\*
- Atome / GrabPay Later (Installment payment)\* Corporate bookings may discuss alternative payment terms.

✧ *4. Is the set up/teardown included in the duration of services provided?*  
The service duration strictly encompasses photo-taking, with set-up and teardown included in the package. Our team arrives at least two hours in advance to ensure a seamless setup, encompassing necessary test shots and prints.

✧ *5. Would the photos be printed out on the spot?*  
Yes, our packages include instant printouts, taking approximately 10-15 seconds per print. Guests can await their photos beside the booth, with provisions for larger groups advised by our attendants.

✧ *6. When would we receive soft copies of our photos?*  
A gallery link, comprising high-resolution soft copies of printed photos, original images, and GIFs, will be provided within three business working days the following week. The gallery is public by default, but privacy options are available upon request.

✧ *7. Do you provide plastic sleeves for all of your photos?*  
In an effort to reduce plastic usage, we provide plastic sleeves for credit card-sized photos only. However, additional sleeves are available on-site for guests who prefer them.

✧ *8. How do we decide on the template design?*  
Choose from our standard templates or provide theme preferences for customisation. Alternatively, share pictures or invitation designs for inspiration. Up to five revisions are permitted for customised templates.

\*Refer to our terms & conditions in our website at [ribbonstwines.com](http://ribbonstwines.com) for more details.

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- ✧ *9. May we request for a customized design for templates or backdrop?*  
Personalised requests for photo templates and backdrops are accommodated with additional charges. Similar to template design, five revisions are allowed.
- ✧ *10. What is the “Live Streaming” add-on that you provide?*  
Our live streaming feature entails a slideshow link for event projection and a real-time gallery for guest access, allowing them to download soft copies of prints and GIFs.
- ✧ *11. Are we able to extend the photo booth service?*  
Yes, additional charges will be incurred for additional hour of services. If you choose to extend on the day of, do ask your sales representative before the final hour of the service if an extension is possible.
- ✧ *12. Are we able to opt for a DIY option or to have no prints(only digital copies) for any of the available photo booth tier?*  
Certainly, inform us during the inquiry, and we will provide a tailored quote.
- ✧ *13. As your photo booth provides unlimited prints, can we get your attendants to print extra prints so that our guests can paste them on our guest book?*  
While our package includes unlimited sessions and prints for guests, printing extras for a guestbook incurs an additional \$50 charge. Advance notice is appreciated.
- ✧ *14. We have made a booking but we wish to postpone to another date or location. Is this possible?*  
Yes, we will be happy to make the rearrangements and will do our best to cater to your changes. Do Inform us immediately if you require any amendments to the date or location as soon as possible.
- ✧ *15. We have made a booking but unfortunately, we wish to cancel it. May we request for a refund?*  
Our clients are required to provide documented proof of the reason for cancellations. Where cancellation is made by the Client within 90 days and up to 61 days of the event, 75% of the booking fee shall be charged. Where cancellation made by the Client occurs within 30 days of the event, 100% of the booking fee shall be charged.

Do you have any questions that are not listed out? Do let us know and we would be more than happy to answer them :)

RIBBONS & TWINES ✧