Terms & Conditions (Effective 22 October 2026)

(Subject to updates and changes) - V32026

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1. BOOKING & CONFIRMATION

1.1. Booking & Deposit

1.1.1. Private bookings require a RM200.00 deposit to secure the event date. Booking is confirmed once CCPB receives and verifies payment.

1.1.2. For corporate, government and organisational bookings, the deposit may be waived upon CCPB's acceptance of an approved Purchase Order (PO), Letter of Undertaking (LOU), confirmation letter or quotation. Booking is confirmed only after CCPB verifies the document and accepts it in writing.

1.1.3. Official payment channels: Deposits must be paid through CCPB's official channels:

1.1.3.1. Bank Islam: CHUCKY ENTERPRISE, Account No. 12168010515372

1.1.3.2. Billplz: https://catalog.billplz.com/cetakcetakphotobooth/pf/deposit-rm200

1.1.3.3. HitPay: https://hitpay.shop/cetakcetakphotobooth/

1.1.4. Payments to personal accounts or unauthorised channels are not recognised unless CCPB confirms them in writing.

1.1.5. Clients must confirm date availability before payment. A quotation or payment alone does not guarantee availability or booking acceptance.

1.1.6. Payment of the deposit, or CCPB's written acceptance of a corporate booking, constitutes acceptance of the quotation and these Terms & Conditions, unless otherwise agreed in writing.

1.2. Fully Booked Date Refund

1.2.1. If CCPB receives a deposit for a date that is already fully booked and cannot accept the booking, CCPB will notify the client within one (1) working day of identifying the conflict.

1.2.2. The full deposit will be refunded within three (3) to five (5) working days after notification. The time taken for funds to appear depends on the bank or payment provider.

1.3. Quotation & Validity

1.3.1. Quotations are valid for seven (7) days from the issue date. Pricing, terms and availability may change after expiry.

1.3.2. A quotation does not reserve the event date. Clients must confirm availability before payment.

1.3.3. Payments made without prior availability confirmation do not guarantee booking acceptance. If CCPB cannot accept the booking, the payment will be refunded within three (3) working days.

1.3.4. Last-minute payments made without prior notice or confirmation may be rejected and refunded within three (3) working days.

1.4. Corporate, Government & Organisational Bookings

1.4.1. Bookings may be accepted with an approved PO, Letter of Award (LOA), LOU or other written confirmation accepted by CCPB. Pending or unapproved documents do not confirm a booking.

1.4.2. CCPB must accept the booking in writing before the event date is reserved.

1.4.3. For approved post-event payment terms, the following charges apply to the total invoice amount only when payment is received after the event date:
1.4.3.1. **NET30: 15% administrative and financing charge.**
1.4.3.2. **NET60: 30% administrative and financing charge.**
1.4.4. No NET30 or NET60 charge applies if full payment is received on or before the event date, regardless of the approved payment term.
1.4.5. Alternative payment terms must be approved by CCPB in writing before booking confirmation.

1.5. Payment Timeline

1.5.1. Private bookings require a RM200.00 deposit, with the remaining balance paid in full at least seven (7) days before the event.
1.5.2. Credit terms and post-event payments are unavailable for private bookings unless CCPB approves the relevant PO or LO payment arrangement in writing.
1.5.3. If the client misses the agreed payment deadline, CCPB may cancel the booking and release the date to other clients, subject to the applicable cancellation terms.
1.5.4. Alternative payment arrangements must be approved by CCPB in writing before the event.

1.6. Last Minute Booking

1.6.1. CCPB requires at least three (3) working days to prepare for an event. Public holidays are excluded.
1.6.2. Bookings made less than three (3) working days before the event incur a 15% surcharge on the total invoice amount. Bookings are subject to availability and operational feasibility.
1.6.3. Full payment is required for all last-minute bookings. Deposits, credit terms and post-event payments are not accepted.
1.6.4. Wedding bookings requiring a guestbook cannot be accepted less than three (3) working days before the event
1.6.5. CCPB may decline any last-minute booking that cannot reasonably be prepared or fulfilled.

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2. CLIENT RESPONSIBILITY: BOOKING TIME & EVENT SCHEDULE

2.1. Clients are responsible for selecting sufficient booking hours based on their event schedule, programme and expected guest count.

2.2. Once the booking time is confirmed, any changes to the start or end time are subject to Changes to confirmed start or end times require CCPB's approval and are subject to availability.

2.3. Additional hours depend on crew, equipment and schedule availability. Payment alone does not guarantee an extension. Clients should request extensions in advance.

2.4. If CCPB cannot extend the booking due to other commitments, the original end time remains unchanged. This is not a service failure if CCPB fulfils the original booking as agreed.

2.5. CCPB is not required to provide extra time, discounts or compensation because the client booked insufficient hours.

2.6. All booked hours must be used consecutively. Hours cannot be split into separate sessions, interrupted for extended breaks or carried forward to another time or date without CCPB's prior written approval. Approved changes are subject to availability and may incur additional charges.

3. EVENT DAY REQUIREMENTS & OPERATIONS

3.1. Setup Requirements

3.1.1. The client must ensure that the designated setup area meets the following minimum requirements:

(a) **Instant Print Photobooth:** Minimum clear space of 10 ft × 10 ft.

(b) **360 Video Booth:** Minimum clear space of 15 ft × 15 ft.

(c) The setup area must have a flat, stable, clean and dry floor, adequate ventilation, suitable lighting (preferrably indoor for consistent lighting) and a working power point within 15 metres.

3.1.2. Clients must provide clear photos and measurements of the setup area upon CCPB's request.

3.1.3. Clients must disclose venue restrictions, access limitations and conditions affecting setup or operation.

3.1.4. If the area is unsuitable, CCPB may request another location, adjust the setup where possible or decline operation if safety cannot be ensured.

3.2. Site Visits

3.2.1. Physical site visits within Klang Valley cost RM60.00 per visit and require an appointment.

3.2.2. The fee covers travel and time, is non-refundable and cannot be deducted from the package price.

3.3. Outdoor Setup & Weather Conditions

3.3.1. For outdoor events, clients must provide shade and suitable shelter to protect equipment from direct sunlight, rain and water splashes. Indoor setup is strongly recommended.

3.3.2. CCPB may pause or stop operations if the setup or weather poses a risk. No refund, compensation or replacement operating time will be provided for interruptions caused by unsuitable placement or inadequate shelter provided by the client or venue.

3.3.3. Excessive heat may cause the printer to overheat and require at least ten (10) minutes to cool. Downtime caused by inadequate shade or excessive heat at the provided location is not compensable.

3.3.4. Disruptions caused by CCPB, including equipment failure or double booking, will be assessed under these Terms & Conditions and applicable law.

3.4. Crew Authority & Event Coordination

3.4.1. Clients must provide accurate event details, venue information, access documents and schedules in advance. Specific event-flow or booth instructions must be briefed to the crew before operations begin. Delays caused by incomplete or late information from the client or venue are not considered CCPB's service failure.

3.4.2. CCPB's crew manages queues, photo sessions, printing, equipment safety and booth placement. Booth relocation requires CCPB's approval and must meet setup requirements.

3.4.3. Clients must ensure guests and venue personnel treat the crew respectfully and do not obstruct their duties. Prayer breaks will be arranged in rotation where practicable.

3.4.4. CCPB may pause or stop operations if the crew faces abusive behaviour, obstruction or unsafe conditions. Operations will resume when practicable after the issue is resolved. Disruptions caused by the client, guests or venue do not entitle the client to a refund or compensation.

3.5. Event Operations

3.5.1. Unlimited photobooth sessions and 360 video recordings apply only during confirmed booking hours and according to the selected package.

3.5.2. Operations end at the confirmed time unless CCPB approves an extension. Additional time is subject to availability and extra charges.

3.5.3. Included photo covers, magnetic photostrips and acrylic keychains, where applicable, are distributed on a first-come, first-served basis.

3.5.4. The crew will make reasonable efforts to notify the event host or appointed Person-in-Charge (PIC) approximately one (1) hour, thirty (30) minutes and fifteen (15) minutes before closing.

3.5.5. Guest participation is voluntary. CCPB does not guarantee a specific number of participants or completed guestbook entries.

3.6. Photo Sessions & Print Entitlement

3.6.1. **Unlimited Photo Sessions**

3.6.1.1. Clients may take unlimited photo sessions during confirmed booking hours. This does not mean unlimited duplicate prints.

3.6.2. **Print Entitlement**

3.6.2.1. Each person appearing in a photo is entitled to one (1) print per session, with a maximum of two (2) copies per person per session if a duplicate is requested.

3.6.2.2. For example, a group photo with ten (10) people entitles the group to ten (10) prints, or up to twenty (20) prints if each person requests a duplicate.

3.6.3. **Own Guestbook Fee**

3.6.3.1. Event Package clients who provide their own guestbook pay a one-time fee of RM30.00 per event for additional guestbook printing, regardless of the number of prints. Clients must inform CCPB before the event so the fee can be included in the quotation.

3.6.4. **Wedding Package**

3.6.4.1. The Wedding Package includes a CCPB-provided guestbook and its associated printing. The RM30.00 own-guestbook fee does not apply. The print entitlement under Clause 3.6.2 still applies.

3.6.5. **Additional Prints**

3.6.5.1. Prints exceeding the entitlement under Clause 3.6.2 incur additional charges and require prior approval. The crew may decline unapproved or unpaid requests.

3.7. Person-in-Charge (PIC) & Final Confirmation

3.7.1. Clients must appoint a reachable PIC throughout setup and operating hours to assist with coordination.

3.7.2. Delays caused by an unreachable PIC or missing coordination are not considered CCPB's service failure.

3.7.3. CCPB will send a final confirmation before the event. Clients must respond promptly and finalise all details.

3.7.4. Changes requested within twenty-four (24) hours of the event require CCPB's approval and are subject to feasibility. CCPB is not required to accommodate changes that cannot reasonably be implemented.

3.8. Photo Usage & Gallery

3.8.1. Event photos and videos may be uploaded to FOTOSHARE ALBUM or another gallery platform designated by CCPB. The gallery remains accessible for thirty (30) days after the event, after which files may be permanently deleted. Clients must download and back up their files before expiry.

3.8.2. By proceeding with a booking and acknowledging these Terms & Conditions, clients acknowledge that CCPB may use event photos and videos for marketing, promotional, portfolio and social media purposes by default, subject to applicable privacy and data protection laws.

3.8.3. Clients may opt out of marketing use by notifying CCPB in writing before the event. CCPB will record and respect the request.

3.8.4. Any client may request a private gallery or removal of specific photos or videos. CCPB will respect reasonable removal requests and take appropriate steps where possible, subject to technical limitations and applicable law.

3.8.5. Clients should inform relevant event participants about photography and video arrangements where appropriate. The client's acknowledgement does not automatically constitute consent on behalf of every person appearing in the photos or videos.

**CCPB processes event photos and videos in accordance with applicable personal data protection laws. Clients may opt out of marketing use before the event. Public gallery access and any privacy-related requests are subject to CCPB's applicable privacy notice and procedures*

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4. BACKDROP

4.1. Ready-Made Backdrops

4.1.1. Ready-made backdrops include velvet, tension fabric and sequin collections, subject to availability on a first-come, first-served basis. Each booking includes one (1) backdrop.

4.1.2. If no colour is selected, CCPB will assign an available option. Removing the backdrop does not reduce the package price.

4.1.3. Tension fabric backdrops are for indoor use with minimal direct sunlight exposure.

4.2. Custom Backdrops

4.2.1. Custom backdrops incur additional charges and require full payment before production.

4.2.2. Once the final design is approved, the order is non-refundable and non-returnable. Clients are responsible for checking approved design content. CCPB remains responsible for its own production errors.

4.2.3. Urgent orders placed less than seven (7) days before the event incur an additional RM300.00 per backdrop. Production is subject to feasibility and requires at least four (4) working days.

4.3. Backdrop Care & Usage

4.3.1. Adhesives, tapes, stickers and decorations must not be attached to CCPB's backdrops without prior approval.

4.3.2. Damage caused by unauthorised attachments or misuse will be charged based on reasonable repair or replacement costs.

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5. EXTRA / ADDITIONAL CHARGES

Items, services or requests outside the confirmed package incur additional charges. CCPB must communicate and obtain the client's approval before payment or service.

5.1. Coverage & Transportation

5.1.1. CCPB covers Selangor, Kuala Lumpur and Putrajaya, with Bandar Puncak Alam as its base.

5.1.2. Standard packages within a 50 km radius of Bandar Puncak Alam incur no transportation fee. Beyond 50 km, RM3.00 per kilometre applies to the distance exceeding 50 km.

5.1.3. Oversized backdrops or additional equipment may incur extra transportation charges, quoted before booking confirmation.

5.1.4. Clients are responsible for parking fees and venue-imposed access charges.

5.2. Add-ons & Timing

5.2.1. Add-ons requested after booking confirmation, including during the event, are subject to availability and additional charges.

5.2.2. Early setup outside the agreed schedule is subject to availability and an idle fee of RM50.00 per hour, confirmed with the client in advance.

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6. BRANDING

6.1. CCPB branding, including @cetakcetakphotobooth, must not be removed, covered or altered on prints, designs, equipment or other materials without CCPB's prior written approval.

6.2. Approved branding removal incurs a RM200.00 fee per event, subject to CCPB's confirmation.

6.3. White-label services are available only to selected, verified vendors with an established long-term relationship with CCPB. Prior written approval is required, and this service is not available by default.

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7. CUSTOM DESIGN

7.1. Design Entitlement

7.1.1. Clients receive up to three (3) initial design drafts and a maximum of two (2) revisions at no additional charge.

7.1.2. Photostrip and guestbook designs follow the same or similar theme. Separate designs incur a designer fee of RM30.00 per item.

7.2. Design Process & Timeline

7.2.1. Design discussions and revisions take place Monday to Friday, 10:00 AM–5:00 PM, excluding weekends and public holidays.

7.2.2. Clients must provide feedback and approvals promptly. Delays or urgent last-minute requests may incur a RM30.00 designer fee, subject to availability.

7.3. Further Revisions & Final Approval

7.3.1. Once the free design entitlement is used, CCPB will provide an editable template link, where available, for clients to make further changes themselves. Final designs must be submitted no later than three (3) working days before the event.

7.3.2. Further designer assistance after the free entitlement is used costs RM30.00 per revision.

7.3.3. Changes requested after design approval and test printing cost RM30.00 per change.

7.3.4. Clients must check all text, names, dates, images, layout and other details before final approval. CCPB is not responsible for errors in client-supplied details

that the client approved or overlooked. CCPB remains responsible for its own production errors.

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8. GIF, SOFTCOPY & INSTANT SHARING

8.1. GIFs

8.1.1. GIFs are animated photos created from multiple images captured during a session. GIFs are not included in 4R or Polaroid single-frame packages.

8.2. Soft Copies

8.2.1. All soft copies will be uploaded to FOTOSHARE ALBUM after the event and remain available for thirty (30) days. Clients must download and back up their files before expiry. Refer to Clause 3.8 for gallery access and expiry terms.

8.3. Instant Sharing

8.3.1. Guests can download photos or videos during the event via QR code. Availability and speed depend on the venue's internet connection and network coverage. Slow or unstable connections may delay QR code generation or downloads.

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9. PAYMENT

9.1. Official Payment Channels

9.1.1. Payments must be made through CCPB's official channels:

9.1.1.1. Bank Islam: CHUCKY ENTERPRISE, Account No. 12168010515372

9.1.1.2. Billplz

9.1.1.3. Hitpay

9.1.1.4. DuitNow

9.1.1.5. Touch 'n Go eWallet (TNG eWallet)

9.1.1.6. Atome

9.1.1.7. GrabPayLater

9.1.2. Billplz and HitPay may be used for deposit and balance payments. Atome and GrabPayLater are subject to eligibility and provider approval.

9.1.3. Payments to personal accounts or unauthorised channels are not recognised unless CCPB confirms them in writing. Only payments received and verified by CCPB are considered paid.

9.2. Payment Settlement

9.2.1. Payments must follow the schedule in Section 1 and the accepted quotation, unless CCPB agrees otherwise in writing.

9.3. Corporate Credit-Term Charges

9.3.1. Approved NET30 bookings incur a 15% charge and approved NET60 bookings incur a 30% charge, calculated on the total invoice amount. These charges apply only when payment is received after the event date.

9.3.2. No NET30 or NET60 charge applies if full payment is received on or before the event date.

9.4. Instalment Payments

9.4.1. Balance payments may be made through Atome or Grab PayLater, subject to eligibility and approval. The following service fees apply:

9.4.1.1. Atome: 8% for three-month instalments; 12% for six-month instalments.

9.4.1.2. Grab PayLater: 8% service fee.

10. FORCE MAJEURE

10.1. CCPB is not responsible for delays, interruptions or failure to perform caused by circumstances beyond its reasonable control, including extreme weather, natural disasters, power or internet outages, government restrictions, venue access limitations, third-party failures or equipment malfunction not caused by CCPB's negligence.

10.2. CCPB will make reasonable efforts to resume services where possible. Refunds or other remedies will be assessed based on the circumstances, services already performed and applicable law.

10.3. If a force majeure event postpones, shortens or interrupts an event, rescheduling is not guaranteed, particularly where the crew has already arrived and been paid. Any discount or alternative commercial arrangement may be discussed afterward. This clause does not exclude remedies required by applicable law.

11. REFUND, EQUIPMENT DAMAGE & RESPONSIBILITY

11.1. **Refunds & Cancellations**

11.1.1. If CCPB cannot provide the agreed service and cannot fulfil the booking, the client will receive a full refund, subject to applicable law.

11.1.2. For client-initiated cancellations, the RM200.00 deposit remains non-refundable, subject to applicable law and any written agreement. If the client has paid more than the deposit, the remaining balance will be refunded after retaining the deposit.

11.1.3. Rescheduling requests are subject to availability and CCPB's written approval. The rescheduled event must take place within one (1) year from the original event date.

11.1.4. Any price differences or additional charges arising from an approved rescheduling must be paid by the client.

11.2. **Complaints & Delays**

11.2.1. Clients should report service issues to CCPB's crew or PIC as soon as possible during the event so they can be addressed. Later reports may still be reviewed, although delays may affect verification.

11.2.2. If CCPB's crew arrives late, CCPB will make reasonable efforts to adjust operating time where feasible, subject to venue approval and operational constraints.

11.2.3. Refunds, discounts or compensation are not guaranteed on-site. Requests will be reviewed after the event based on the circumstances, evidence, services delivered and applicable law.

11.3. Equipment Inspection & Damage

11.3.1. Both parties should inspect the equipment during setup. Any visible pre-existing damage must be reported to the crew immediately.

11.3.2. Clients are responsible for damage caused by their negligence or misuse, or by guests, venue staff or others under their control who fail to follow CCPB's setup and safety requirements.

11.3.3. Clients are not responsible for normal wear and tear, damage beyond their reasonable control or damage caused by CCPB's negligence.

11.3.4. CCPB may suspend operations to prevent equipment damage or protect safety.

11.4. Damage Charges

11.4.1. CCPB will provide a damage report, itemised repair or replacement costs and available supporting evidence.

11.4.2. Confirmed charges must be paid within thirty (30) days of receiving the report and payment request, unless otherwise agreed in writing. Charges are limited to reasonable costs attributable to damage for which the client is responsible.

11.4.3. No charges apply for normal wear and tear or damage caused by CCPB's negligence.

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