

Terms and conditions 1

SNAPBOOK – TERMS & CONDITIONS

(Applicable for Customers & Vendors)

1. Introduction

Snapbook is a platform that connects customers with independent service providers (vendors) for photography, videography, makeup, drone, decor, catering, and other creative services.

By using Snapbook, both customers and vendors agree to the following terms.

2. Booking Confirmation

A booking is confirmed only after required advance payment is made.

All bookings are subject to vendor availability and confirmation.

3. PAYMENT TERMS

3.1 Premium Creators (Wedding / Large Projects)

This applies to wedding photography, cinematography, and premium shoots:

20% – At booking

50% – Before event/shoot

30% – Before final delivery

 Final output will be delivered only after 100% payment completion.

3.2 Instant Booking

50% advance payment is mandatory to confirm booking

Remaining payment must be cleared:

Before shoot OR

Immediately after service (based on service type)

3.3 General Payment Rules

All payments are non-transferable

Vendors can hold service/delivery if payment is incomplete

Extra services will be charged additionally

4. CANCELLATION & REFUND POLICY

4.1 Client Cancellation

Cancellation before 48 hours:

Eligible for partial refund (after deductions)

Cancellation within 48 hours:

No refund

4.2 Vendor Cancellation

Vendor must inform in advance

Vendor should:

Arrange replacement OR

Refund advance amount

4.3 Rescheduling

Allowed only if requested before 48 hours

Subject to vendor availability

5. TRAVEL & LOGISTICS

All travel, accommodation, and logistics costs must be borne by the client

Applies to:

Photographers

Drone operators

Makeup artists

Decor & catering teams

6. DRONE SERVICES (IMPORTANT)

Drone shoots are subject to:

Weather conditions

Government/local permissions

In case of issues:

If weather conditions (rain, wind, etc.) prevent flying:

Drone service may be cancelled or rescheduled

No refund for full event, only drone portion (if applicable)

Client must ensure permissions for drone usage

7. MAKEUP SERVICE TERMS

Makeup results depend on:

Skin type

Products used

Time available

Trial makeup (if required) will be charged separately

Once service is completed:

No refunds for dissatisfaction based on personal preference

Delays caused by client may affect final output

8. DECOR & CATERING TERMS

Final output depends on:

Budget

Material availability

Vendor execution

Last-minute changes may:

Increase cost

Affect delivery quality

9. DELIVERY TERMS

Delivery timelines vary by service

Instant services → Delivered as promised

Premium services → As per agreed timeline

👉 Delivery will be done only after full payment

10. CUSTOMER RESPONSIBILITIES

Customers must:

Provide accurate details

Be available on time

Make payments as agreed

Arrange permissions (venue, drone, etc.)

Maintain respectful behavior

11. VENDOR RESPONSIBILITIES

Vendors must:

Deliver services as promised

Maintain professionalism

Be on time

Use proper equipment

Communicate delays (if any)

🏠 12. PLATFORM ROLE (SNAPBOOK)

Snapbook acts only as a connecting platform

Snapbook is not responsible for:

Vendor performance issues

Payment disputes

Delays due to external conditions

🚫 13. CODE OF CONDUCT

No abusive behavior

No illegal service requests

Violations may lead to account suspension

⚠️ 14. LIMITATION OF LIABILITY

Snapbook is not liable for:

Weather issues

Government restrictions

Vendor-client disputes

Indirect losses or damages

🔄 15. CHANGES TO TERMS

Snapbook may update these terms anytime. Continued use means acceptance.

☎️ 16. CONTACT & SUPPORT

Email: support@snapbook.in