

## 1. Bookings & Payments

- All **Santa Photo sessions must be booked in advance** through our official booking platform.
- **Full payment** is required at the time of booking to secure your session.
- **Walk-ins are not accepted.**
- Prices are as listed on the booking platform and are **subject to change without notice.**

## 2. Session Details

- Each session includes **professional photography** and a **digital gallery of high-resolution images.**
- Sessions run for approximately **15 minutes total**, including **10 minutes of photography** and **5 minutes of engagement time with Santa (not included in family portrait sessions).**
- Please arrive **at least 5 minutes before** your scheduled session to allow for check-in and preparation.
- Late arrivals may result in reduced session time or forfeiture of booking without refund.

## 3. Rescheduling & Cancellations

- Bookings can be **rescheduled or cancelled up to 48 hours before** your session via the link provided in your **confirmation email.**
- Cancellations made within 48 hours of the session or failure to attend will result in **forfeiture of payment.**
- In the unlikely event your session is cancelled by Gowings, you will be offered an **alternative time or full refund.**

## 4. Photo Delivery

- All images will be delivered digitally via **Kirsty Fickers Photography** [Gowings Coffs Central] or **Silverquinn Productions** [Gowings Port Central].
- Please allow up to **48 hours** after your session for delivery.
- No printed photos are included in the package.

## 5. Santa Paws Sessions

- **Pet sessions are available on select dates and times only.**
- All pets must be **on a leash or in a carrier** while in the centre.
- Owners are responsible for **supervising and cleaning up after their pets.**
- Gowings reserves the right to refuse entry to any pet that may pose a safety or hygiene concern.

## 6. Family Portrait Sessions

- Family Portrait sessions are available for guests wishing to have professional Christmas-themed photos **without Santa.**
- The same session duration and digital delivery terms apply.

## 7. Health & Safety

- Please follow all **centre and staff directions** during your visit.
- Regular cleaning of the set is maintained for everyone's safety.

## 8. General Conditions

- Gowings reserves the right to **refuse or cancel sessions** if deemed necessary (e.g., for safety, health, or operational reasons).
- Santa Photo sessions are a **family-friendly experience**; inappropriate behaviour or attire will not be tolerated.
- These terms are subject to change without prior notice.