

Passport Photo Booking Policy – Picaboo Studio:

By booking a passport photo session with Picaboo Studio, you agree to the following terms and conditions.

Booking & Payment:

All passport photo sessions must be booked online in advance. Full payment is required at the time of booking to secure your appointment.

Pricing: \$20 for 1 digital passport photo, with the option to add a printed passport photo for \$5.

Cancellations & Rescheduling:

Appointments may be cancelled or rescheduled with at least 24 hours' notice. Cancellations made within 24 hours of the session, or failure to attend, are non-refundable. Please contact us as soon as possible if unexpected circumstances arise.

Arrival & Late Policy:

Please arrive on time for your appointment. Arrivals more than 5 minutes late may result in a shortened session or cancellation to avoid disruption to other bookings. Late arrivals may be considered a no-show and are non-refundable.

Passport Photo Compliance:

Picaboo Studio follows official New Zealand and international passport photo requirements, including correct size, background, lighting, and positioning. While we take every care to produce a compliant passport photo, final acceptance is determined by the issuing authority. No refunds are provided if a photo is rejected due to external authority decisions or changing regulations.

Baby & Child Passport Photos:

We specialise in baby and child passport photos and work patiently to meet all requirements. Due to the unpredictable nature of young children, a compliant image cannot be guaranteed in every session. If a compliant image cannot be achieved, no refund is provided; however, a discounted reattempt may be offered at our discretion.

Image Delivery & Usage:

Digital passport photos are supplied in the correct format for online applications. Printed passport photos are provided in official passport size. Images are supplied for passport and ID use only and must not be altered.

Health, Safety & Studio Rights:

Please do not attend if you or your child are unwell. Picaboo Studio reserves the right to refuse service if safety is compromised and to update this policy at any time.