

**Liz Bespoke Events
Terms & Condition**

Terms and Conditions

GENERAL

When you pay our deposit you confirm your booking with us and you confirm that you have read, understood and agreed to the following terms and conditions. No alteration or substitution to these terms and conditions shall be valid unless we agree to them in writing.

1. SERVICE PROVISION

- 1.2 We do not share services with other companies; it is exclusively our team that will be providing the full services for your event.
- 1.3 All Services arranged directly by you will be your responsibility; We will only be responsible for services undertaken by us.
- 1.4 We offer one face to face consultation and one site visit where applicable once booking is secured. We are available for alternative modes of communications between our office hours 9 am to 5 pm.
- 1.5 **Mock-ups:** Upon the Deposit being paid, Client will be provided with a mockup; A mock-up of your guest wedding table décor prior to your event can be arranged on request.
- 1.6 **Venue Fees:** If your venue charges vendors and suppliers a fee, please note that we will pass on these charges to you.
- 1.7 **Services Specifications:** Our services are limited to the specific items outlined on your invoice.

2. PAYMENT

2.1 **Deposit payment to secure booking:** A refundable **£250 deposit** (Security Deposit) will be taken to process and secure your booking with us. This deposit is to secure our products, services and time. This amount will be refunded to you within **10 working days after your event provided terms are adhered.**

All payments to be made to : Liz Bespoke Events

Lloyds TSB

Sort Code: 30 95 74

Account: 15020760

2.2 **Payment Option:** Your booking is guaranteed as soon as we receive your £250 deposit payment. After your booking, **50%** of the total fee for our services is required within **6 weeks** or an agreed payment plan initiated. If however, we do not receive this payment within 6 weeks, your booking will be cancelled. In the event you cancel our services, the £250 Retainer will not be refunded.

2.3 Besides the payment of the Refundable Security Deposit, all other monies paid by you are completely non-refundable in the event that you cancel your booking 8 weeks to our event

2.4 **Balance Payment:** The full balance for our services is due **1 month** prior to your event date; if payment is not received by this time, and there is no response or communication from you, we will assume our services are no longer needed.

2.5 **Amendments:** Client can make changes up to 1 month prior to event date. We will allow reductions to the products and services we provide to you up to 10% of overall invoice value.

2.6 **Cancellations & Change of Event Date:** Bookings are transferrable by you to another date within 12 months of the original booking subject to our availability. For any bookings postponed, please note that prices quoted for the original date are subject to change and a new quote/invoice may need to be issued.

We reserve the right to cancel your booking and arrange an alternative date - If your venue is closed on the day of your event due to circumstances beyond our control; In the event of exceptional circumstances that may jeopardize the safety of our staff such as terrorism, crime incident, outbreak of a pandemic, flooding, earthquake, extreme weather like snow or ice.

2.7 **Refunds:** Refunds will not be issued in respect of your deposit or any payments made prior to the event. No refunds or credits will be issued for any items that are unused or unwanted services.

2.8 **Accepted payment:** Payments can only be accepted via bank transfer.

3. RENTALS

3.1 **Deliveries:** Prices quoted for Rentals on our price guide exclude the cost of delivery;

3.2 Refundable Deposits for Rental will be refunded back within 7 Working days

3.3 **Equipment:** Equipment must be returned in the same condition delivered, otherwise, cleaning fee or damage fee (in the event of any damage) will be incurred.

4. SET UP / DELIVERY/ COLLECTION

4.1 **Required setting up time:** We typically require a minimum period of 3 hours to 5 hours (depending on number of guests/ logistics within venue) The exact time will be confirmed during consultation; venue with stairs, top floor, difficult offloading may incur an additional charge.

4.2 **Set up conditions:** Where you have requested a setup service, it is client responsibility to ensure venue and items to be dressed are ready within 1 hour of our agreed timing. Failure by you to arrange this will result in cancellation.

4.3 **Outdoor Conditions:** We cannot accept responsibility for any of our items that are used outside should they be damaged, soiled or affected by weather conditions.

4.4 We will make every effort when delivering our service to park our vehicles without contravening parking restrictions; Client to make necessary arrangement to make it easier to overload; any penalty charges, red route cost incurred, this will be deducted from the Refundable Security Deposit.

4.5 **Clear Up:** We require a minimum of 2 hours to clear up and pack away after an event. We start to clear up gradually to avoid client losing venue deposit. Clear up time will be agreed in advance with Client, we reserve the right to include an additional charge, where will be deducted from the Refundable Security Deposit.

4.6 **Stock Damage:** In the event of severe damage or loss of hired goods, we reserve the right to charge you for the full replacement value. Rips, Footprints, drawing on linen, Cigarette burns, candle wax, excessive food and stain etc

that will require additional professional cleaning treatment or repairs, will be deducted from the Refundable Security Deposit.

5. COMPLAINTS AND DISPUTE:

Please raise your concerns in writing in the first instance to info@lizevents.co.uk within 7 days of the date of the event in order for your complaint to be processed. In the event of a dispute arising out of this Contract that cannot be resolved by mutual agreement, the Parties agree to engage in mediation.

If the matter cannot be resolved through mediation, and legal action ensues, the successful party will be entitled to its legal fees, including, but not limited to its attorneys' fees.

- 6. Legal and Binding Agreement.** This Agreement is legal and binding between the Parties as stated above. The Parties acknowledge and agree that this Agreement represents the entire agreement between the Parties. In the event that the Parties desire to change, add, or otherwise modify any terms, they shall do so in writing to be signed by both parties.