



# BUNTING & WILLOW

## LUXURY WEDDING STYLING

### TERMS AND CONDITIONS

#### 1. GENERAL

- 1.1 The contracted client is the lead name on the invoice.
- 1.2 All equipment remains the property of Bunting and Willow Weddings. Office 2, The Courtyard, Heath Business Park, Wolston CV8 3GB.
- 1.3 By booking our services and making a payment you are agreeing to comply with our terms and conditions of hire.
- 1.4 If you are using the same function room for both your Ceremony and Reception, you will need to arrange with your venue for the setup of furniture after the ceremony. We are unable to wait until the ceremony is finished to dress the tables unless pre-arranged with us, which will occur additional charges.
- 1.5 We will endeavor to supply the specific items requested, however we reserve the right to substitute an appropriate alternative where necessary.
- 1.6 Dry Hire - If dry hiring any of our items you must collect and return from the address above at the pre agreed time and date. You will also be required to pay a safety deposit detailed in the quotation above. All other terms and condition remain the same.

#### 2. PAYMENTS

- 2.1 A non-refundable deposit of 20% is required to secure your date whilst you decide your exact styling requirements and numbers.
- 2.2 Our minimum spend for Styling only is £500 and for Styling and Flowers is £1500.
- 2.3 Booking alterations will be accepted up to 6 weeks prior to your event subject to stock availability. This must not result in the booking being more than 40% less the total balance at time of booking. This is also when your final balance is due.
- 2.4 We accept last minute bookings depending on availability. Full payment is required at the time of booking for orders required within 6 weeks.
- 2.5 Invoices and receipt of payments will always be sent via email unless an alternative is requested.
- 2.6 Payments are accepted via Bank Transfer: account 41003980 sortcode 07-44-56 or PayPal: buntingandwillow@gmail.com
- 2.7 We reserve the right to cancel any booking if payment isn't received within 14 days of the event. Monies paid will not be refunded. If payment is late we cannot guarantee availability of stock. We will not order custom stock until your account is settled.

#### 3. INSURANCE

- 3.1 The Hirer is advised to take out adequate event/wedding insurance to insure against all risks, including cancellation of the event and damage/loss to stock.
- 3.2 We shall not be responsible for any injury or damage to persons or property arising from the use of equipment under hire. We shall in no circumstances be liable for any direct, indirect or consequential loss, damage or extra costs incurred caused by misuse of our items.
- 3.3 Bunting and Willow Weddings has full public liability insurance.

#### 4. PHOTOGRAPHS

4.1 Please be aware that we may take photos of our work, these images may be used for our portfolio, website, social media or marketing materials. Photos taken by us will remain our property. We will not publish any photos taken until a few days after your event. Please advise in advance if you do not wish us to take pictures.

#### 5. LOSS OR DAMAGE

5.1 During the period of hire, the hirer is solely responsible for the hired goods, they are responsible for insuring all goods from the time of delivery until time of return or collection.

5.2 Where stock is lost, we reserve the right to charge a replacement cost to replace items as new.

5.3 The hirer assumes complete responsibility for the damage to the hired products (other than fair wear and tear) from the time the equipment is delivered to the venue/premises, again until it is collected. However if upon inspection we find that irreversible damage is done through mistreatment we will charge for the repair or replacement of that item. We strongly recommend you taking out wedding insurance for such instances.

#### 6. CANCELLATION

6.1 Notice of cancellation must be received in writing, we will reply confirming the cancellation and the following charges will apply:

90 days + Loss of deposit

90-31 days 40% of hire charges

30 days or less full loss of hire charges

6.2 Bookings can be transferred to another date subject to availability.

6.3 Should we have to cancel a booking due to reasons beyond our control, we will do so in writing via email, returning any deposits or monies paid and will do our best endeavours to locate an alternative available supplier.

6.4 Any refund due to the hirer will be paid within 30 days of the acknowledged cancellation.

#### 7. COMPLAINTS

7.1 Should you wish to raise any complaints you must do so in writing 21 days from the date of the event.