

*Event Perfection*  
*Making Every Event Perfect*

## Terms and Conditions

Please read these terms and conditions carefully as they apply to all services provided by **Event Perfection**. They deal with your rights and obligations to us and ours to you.

**Paying a deposit or paying order in full, constitutes your understanding and acceptance of these Terms and Conditions.**

**Prices:** All prices are in Australian Dollars. Once you have booked, the prices of your hire items are fully guaranteed and will only vary if increases are passed on to us due to circumstances beyond our control. Please note that on gazetted Public Holidays, double delivery rates will be charged.

**Quotations:** All quotations are provided with an expiry period. We reserve the right to adjust the prices in any quotation once the expiry period has been reached. Goods are hired on a 'first come, first served' basis and a quotation does not guarantee the availability of any of all items.

**Deposits:** A deposit of between 30-50% (depending on your quote value) is required to secure your booking. **Event Perfection** cannot guarantee a booking without a deposit. Once we have received a deposit, your booking is confirmed.

**Payments: (a)** A booking made more than 14 days before your event requires you to pay a deposit for the items selected which confirms the booking. The balance is payable no later than 14 days before your event date. Payment can be made by direct bank deposit, internet banking, cash or credit card via [www.paypal.com.au](http://www.paypal.com.au) to [simone@eventperfection.com.au](mailto:simone@eventperfection.com.au)

**Bonds:** Where we consider a risk of damage to our goods is likely, a security bond is payable. The value of the bond will depend on the value of the hire items. The items must be returned in good order and condition (**see Damage to hired items clause**). If a refund of your bond is payable, a business cheque will be issued within 3 working days from the return date, less costs for any shortages, breakages, damages or cleaning.

**Cleaning:** Where items are hired on a DIY purpose and **Event Perfection** have not been hired to set up or pack up the hire items, all items must be returned in the same condition that they were originally hired, i.e. washed/cleaned, bubble wrapped and boxed. Failure to return the hire items cleaned and boxed will result in further charges to the client.

**Quotations/Invoices:** It is your responsibility to check the accuracy of information shown in your quotations and invoices. Your goods will be supplied as per the information contained on your invoice. Corrections must be notified in writing for the changes to take affect.

**Delivery/Collection Charges:** Standard Prices quotes refer to delivery and pick up during business hours (Mon-Sun 9am – 5pm). Requirements to deliver or collect outside of these normal hours will attract penalty rates relating to the day and time for delivery/collection.

**Period of Hire:** All items are hired for the duration of 2 evenings. Pick up and delivery can be scheduled for up to one day prior to event and return is to be the day proceeding the event. Where an extension of hire is required, **Event Perfection** must be notified 24 hours prior to scheduled return. Additional charges will apply for extended rentals and late returns.

**Responsibility of the Hirer:** The Hirer bears all risk in the goods for the Hire period. During the hire period, the Hirer is responsible to ensure the safe keeping of the items from soil, damage, fire and theft.

**Damage to hire items:** Damage to any items hired, caused by you or your guests, is your responsibility. You agree to be liable for the replacement of any items that have been damaged or go "missing" from the event. "Damage" also extends to carpets or other fabric items being returned substantially wet or stained, in which case, you will be charged the actual cost to repair or replace the item. In the event that the charges incurred are greater than the security deposit value, an invoice will be issued and must be paid within 14 days.

**Late Return:** When goods are collected from our premises by the hirer, a return date will be stipulated. Goods that are not returned at the agreed date and time will incur a charge, calculated at the standard hire rates.

**Cancellations:** To cancel a confirmed booking prior to your event, a notice in writing must be received at our office, either by email or letter. To cancel a confirmed booking on the day of your event you must speak directly to **Simone Clark** of **Event Perfection** by telephone (voice mail and SMS message will not be accepted). The cancellation takes effect from the date we receive your advice. Cancellation charges will be calculated as set out below and a refund cheque (where applicable) will be issued within three working days of the cancellation.

1. Up to 30 days before your event date – 100% refund \*#
2. Less than 30 days before your event date – 50% refund of hire item value and 100% of other charges \*#
3. Prior to 8am on the day of the event – 30% refund of hire item value and no refund of delivery charge \*#
4. After 8am on the day of the event – no refund is payable \*#

\* All refunds are subject to a \$50 Administration Fee.

# No refund on hire items is payable if hire items have been specifically ordered in for your event

**Limit of Liability:** In the event of a failure to provide services contracted to the client, due to the fault by **Event Perfection**, our liability is limited to a refund in part or full of the total amount paid by the client.

**Occupational Health & Safety:** The safety of you and your guests is of paramount concern to us, as is the safety of our employees. In the event that a location or weather conditions make it unsafe to place hire items, **Event Perfection** reserve the right to refuse to erect or place hired items until the location is made safe or weather conditions improve. In addition, carpet runners can not be placed on stairs or any other surface that is substantially wet. If items cannot be erected for any of the reasons outlined in this clause, no refund is payable on the affected item(s).

**Photography:** Images of our hire items may not be used for commercial purposes without written permission. Images taken by **Event Perfection** could appear on our website or in our advertising material. Please advise us, in writing, if you do not want images of your event to be used.

If you would like any further information please contact Simone Clark at Event Perfection  
[simone@eventperfection.com.au](mailto:simone@eventperfection.com.au)