

# TERMS & CONDITIONS

## **Quotes:**

All quotes are valid for 14 days. During the validity period, all products/services quoted are held reserved for the Client. The Client must pay a deposit within this time period to reserve the specified installation time & equipment quoted. After the validity period has passed and the quotation has expired, the Client no longer has any hold on the products and timing and the Client must contact Planned It! to confirm if the products are still available. Paying a deposit after the quote has expired WILL NOT confirm the booking. The products/services can only be re-offered provided they are still available, and not allocated to other events/Clients.

All quotes are event specific and prices may vary between dates, events and duration.

Planned it! has the right to pass on any increase in labour due to the last minute change, including additional fees incurred through late night or early morning installations or dismantling or waiting 30 mins due to delays outside the control of Planned it!

## **Payments:**

Please ensure whenever you make a payment you inform Planned It!. Please refrain from paying the final balance prior to 14 days unless discussed with Planned it!.

Payment can be made by Bank Transfer, Cash or Cheque.

Account Name: Emily O'Brien

BSB: 062 582

Account: 1007 5690

Bank: Commonwealth Bank

\*Please ensure Invoice number is used as reference.

## **Deposits & Confirmation:**

Deposits are 20% of the total price (inclusive of GST) unless otherwise stated.

Deposits are NON REFUNDABLE. Deposits are to remain at 20% of the original quoted price. Should the total quoted decrease as the planning process goes on the deposit will always remain at 20% of the original quoted price and is strictly non-refundable.

Deposits are not transferable. If there is a change to your date or venue, we of course will try and accommodate but we will not refund the deposit if unable to meet the changed requirements.

IN PAYING THE DEPOSIT, THE CLIENT ACCEPTS AND AGREES TO COMPLY WITH ALL PLANNED IT!

Out of Hours Dismantle or Install: \$100.00 Per Hour (between the hours 9pm & 8am) Not Negotiable.

Please note that on occasion this will need to be charged closer to the date once confirmation by the venue has been made. You are liable for these charges should the venue deem work during out of hours is necessary.

## **Final Payments:**

Final Payments are due strictly 14 days prior to the event date unless otherwise arranged by the Client with Planned It!.

All details of the wedding quote must be finalised 40 days prior to the wedding due to the need for notice with flower, sundries, staff and supplier third party purchases and orders. After that time, order reductions of more than 5% will not be accepted within 60 days of the order fulfilment date. By 14 days prior to the wedding date no changes can be made to the final quote.

Cheques must be received 21 days prior to allow for clearance. We will not order any items until payment clears. Late payments will risk the availability of colours and hire items, especially if custom ordered.

Failure to make payment within the specified timeframe may result in additional administration costs incurred.

We reserve the right to cancel the booking if payment in full isn't received within 7 days of the event.

## **Cancellations & Refunds:**

In the result that cancellation occurs prior to the 30 day period all monies paid less the deposit will be refunded. If Cancellation occurs within the 30 day period prior to the event date the Client will be charged 50% of the total event cost. In the result of cancellation of a coordination package Planned It! will charge for time spent on the planning process in addition to the deposit paid.

Planned It! has the right to end this contract by giving notice to the client if:

- Any money payable is owing passed the due date
- Final details are not provided 14 days prior to event

**Wedding Coordination:**

The role of Planned It! is initially that of an Advisor. The Client will make actual selection of the Service Providers, and Planned It! will implement these selections. The Client will make payment directly to the Service Providers and not to Planned It!.

Planned It! must be notified of any necessary changes made between The Client and the selected Service Providers. Service Providers accepted by The Client shall be liable for their own business practices.

Planned It! does not assume responsibility for the negligent acts nor omission of such professionals.

The Client agrees to hold harmless Planned It! for any error, nonperformance, or change made by any vendor.

Liability is limited to the fee paid. The Client understands that Planned It! will not enter into this agreement without this clause.

The Client agrees to hold harmless Planned It! for an Act out of control, weather conditions that may affect the event, acts of war etc.

In the event The Client is forced to change the date of the wedding; every effort will be made by Planned It! and staff to transfer location reservations, sub-contractors and Planned It! support to the new date. Additional service charges will be applicable in such event.

The Client agrees that in the event of a date change any expenses including but not limited to deposits and fees that are non-refundable and non-transferable are the sole responsibility of The Client. The Client further understands that last minute changes can impact the quality of the event and that Planned It! is not responsible for these compromises in quality.

ALL CANCELLATIONS MUST BE SUBMITTED IN WRITING.

**Extra Hands Package**

The role of Planned It! is to set up the required items requested by the client as agreed via contract. Planned It! does not create floral arrangements, they do however set prior arranged florals in place on request.

**Use of Photos:**

Planned It! will use the photos of our creative work for promotional purposes. Please let us know if this is an issue.

All creative work by Planned It! must be credited accordingly. All publications (media, print, blog, social media) must credit us as the supplier for the concept & items hired within this quote/invoice.

These terms & conditions refer to Planned It! ABN 63 201 828 380 and the Client firstly being the persons named on the quotation/invoice, then the person requesting the products/services or lastly, the persons making payment for or on behalf of persons requesting the products/services.