



LET LIFE SPARKLE
EVENTS & HIRE

TERMS & CONDITIONS

ABN 58 069 131 938

t (02) 9756 3903

e info@letlifesparkleevents.com

w www.letlifesparkleevents.com

1. Confirmation Booking

- 1.1. A written quote provided by Let Life Sparkle Events & Hire to the client is valid for 7 days from the issue date and is an invitation only to the customer to place an order/booking upon that quote. Prices subject to change after 7 days.
- 1.2. It is the client's responsibility to check and ensure that all details of the Booking Form are correct including centrepiece and chair quantities, exact measurements and table spacing, etc, as the order will proceed based upon the signed Booking Form. It is the responsibility of the client to check and notify Let Life Sparkle Events & Hire of any updates, changes or amendments that need to be made to the booking form.
- 1.3. 50% deposit (or full upfront payment) within 3 Days of Booking Form Issue Date in order to secure items and event styling on any particular date. This deposit is non-refundable and will be forfeited in the event of a cancellation.
- 1.4. By signing the booking form/s, the client agrees to the terms and conditions outlined on www.letlifesparkleevents.com.
- 1.5. If due to unforeseen circumstances that a hired product becomes unavailable, e.g. such as recently damaged from another event. Let Life Sparkle Events & Hire will endeavour to offer clients suitable alternatives or refund the client on the product no longer available. Let Life Sparkle Events & Hire is not responsible for any incurred costs to the client due to unforeseen product unavailability.
- 1.6. If a booking form is no longer valid (validity; 7 days from the issue date) and the client makes a payment towards a booking after the 7 day period, Let Life Sparkle Events & Hire will not be liable if the event date is no longer available. Let Life Sparkle Events & Hire is entitled to give the date / styling to another client after the 7 day period. In the event that the date is no longer available, and the client has made payment, the client will be refunded the amount paid within 10 working days (on a pay run day).
- 1.7. Items cannot be changed or refunded once delivered unless it is faulty.
- 1.8. Any bookings made under 48 hours to the event day will incur a \$75.00 Turnaround Fee.
- 1.9. Any bookings made under 24 hours to the event day will incur a \$150.00 Turnaround fee.
- 1.10. Any correspondence such as emails, quotes, booking forms and invoices (and not limited to) are all confidential between client (you) and Let Life Sparkle Events & Hire (staff). All confidential information cannot be disclosed to any third party. If any information is leaked, it is a breach of contract.

2. Force Majeure

- 2.1. If the client has cancelled an event due to a natural disaster (fire, earthquake, flood), Government intervention, epidemic or pandemic, the client will be issued a credit note for consequential payments except the initial 50% deposit payment. Let Life Sparkle events & Hire will not be liable for any loss or damage suffered by the client as a result of any delays caused by such force majeure events.
- 2.2. In the event of a natural disaster, Government intervention, epidemic or pandemic and the client wishes to hold their booking, Let Life Sparkle Events & Hire will issue a 12 month Credit Note for the client to re-book.
- 2.3. Let Life Sparkle Events & Hire is not liable to guarantee a new booking date. If a new date is fully booked, Let Life Sparkle Events & Hire will liaise with the client to reach a solution.

3. Cancellation

- 3.1. Any cancellations made within 2 weeks to your event date, all payments made will be forfeited.
- 3.2. Any changes, deductions or reductions to the booking cannot be made 30 days out from the event date. There will be no refund for change of mind/cancellations.

4. Payment

- 4.1. The balance outstanding must be finalised 30 days prior to your event.
- 4.2. Bookings made in less than 30 days to the event will need to make full upfront payment.
- 4.3. All payments made by credit card using MasterCard, Visa card or BPAY from a credit account will incur a 2.5% merchant fee (of the total payment price).
- 4.4. Please allow up to 10 business days for any payments to be returned via Bank Transfer.
- 4.5. Any bond returns with incorrect bank details will incur a surcharge provided from the bank in the event that payment is bounced back.
- 4.6. If hired items are stolen or broken which exceed the bond payment, the cost of the items broken or stolen will override the bond amount.
- 4.7. In place of a bond payment, we are entitled to hold your Credit Card details until the end of the event. In the event of any damages/loss to the hire item, we will notify the customer prior to charging their credit card for the full cost of the hired item.
- 4.8. Full upfront payment is needed for prop hire under \$200.
- 4.9. Further payments after initial 50% deposit can be made in instalments.

5. Delivery, Pickup and Labour Surcharges

- 5.1. Minimum delivery charges to Sydney Metro for prop hire is \$80.00. Minimum pack down charges to Sydney Metro for Prop Hire is \$80.00. Additional charges may apply for longer setup periods and/or further distances and more than one item.
- 5.2. A preparation fee will be charged up to 8% of the overall hire order for any event.



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- 5.3. Any restrictions by your venue in terms of setup or pack down which will restrict our time or accessibility for styling/ setup/ pack down will increase the labour fee and may be subject to being added to the final payment 30 days prior to the event.
- 5.4. If access to any venue/address collection of hire items is difficult, a 10% surcharge (of the overall order) will be deducted from the bond/credit card will be charged.
- 5.5. Delivery + Styling and Setup for any event prior to 9:00am will incur an additional fee. The charges vary based on distance, additional team members needed and longer setup periods.
- 5.6. Late night pack down (8:00pm-8:00am) will incur a \$200.00 fee per hour there-after. (Please contact Let Life Sparkle Events & Hire for any queries).
- 5.7. If the location is outside the Sydney Metro area, an additional travel fee may apply.
- 5.8. Venues that only allow less than 3 hour bump in will incur an additional \$200.00 surcharge.
- 5.9. Scissor lifts & any other additional equipment required for any installation is not included in our labour charges and will be an additional cost if required. Once an event is booked in with a deposit and completed booking form, we will liaise with the venue if additional equipment (e.g. Scissor Lift) is required to fulfil any styling (e.g. ceiling installations).
- 5.10. Staff members are allocated accordingly to each event to ensure smooth running of each event day.

6. Liability for Venue Restrictions & Wedding Planners

- 6.1. Let Life Sparkle Events & Hire is not liable for any restrictions of our services made by your venue on the day of your event, i.e. draping, floral ceiling Installation, backdrops, tables, etc.
- 6.2. Let Life Sparkle Events and Hire is not liable for any miscommunication/information that has not been reiterated between Let Life Sparkle Events & Hire the Wedding & Event Planner to the client in question.

7. Variations & Amendments

- 7.1. Prices are subject to change in accordance with customisation of any of our items, flower walls/floral table skirting, floral arrangements.
- 7.2. Let Life Sparkle Events & Hire reserves the right to invoice the client in the event that additional items, e.g. centrepieces, candles, props, etc. are required at the time of setup. This includes any additional fees and charges that may be incurred, i.e. returning to the warehouse, labour, etc.
- 7.3. Availability of our services/styling or any of our props are subject to change after the 7 day quoted period.
- 7.4. Any complimentary items included in the original quote are only inclusive if the client agrees to the original quote from the first issue date.
- 7.5. Complimentary items, discounts, labour and hire charges are subject to being removed from the quote or booking form and charged at their full and current price if the quote or booking form is amended or revisions are requested.
- 7.6. A variation cost at the discretion of Let Life Sparkle Events and Hire will be charged from \$50.00 per variation for any variation request including and not limited to variations to the original quote or booking form for design or colour or item changes.
- 7.7. Any changes after booking can only be minor changes.
- 7.8. Any designs jobs booked under 24 hours to the event day will incur a \$90.00 Turnaround fee.

8. Accuracy of Information, Details and Descriptions

- 8.1. All quotes are prepared, itemised and described to the best of our abilities and using the information available to us at the time. Care is taken to ensure that this information is correct, but we cannot eliminate the possibility of:
 - I. Human error in the entry of information
 - II. Incorrect information provided to us by clients, venues, suppliers or distributors
 - III. Failure of clients, venues, suppliers or distributors to supply updated and accurate information, details, or measurements
- 8.2. We reserve the right to change any information including but not limited to pricing, specifications, descriptions, or product names without notice.

9. Bond

- 9.1. Bond Security Form must be completed and signed prior to any dispatch of items/styling.
- 9.2. The hirer must provide images of valid credit card and license.
- 9.3. The credit card provided will not be charged without prior notification if there has been any damages/loss to hire item/s.
- 9.4. An invoice of damages will be issued prior to charging credit card.
- 9.5. All credit card payments incur a 2.5% surcharge.

10. Loss/Dry Hire Damages

- 10.1. The hirer must provide proof of identity and must disclose the damaged or missing location of where the items will be kept whilst on hire.
- 10.2. Flowers or Foliage are not permitted to be pulled in any way from any of our Flower Walls or floral arrangements. A \$20 fee will be applied per flower/ foliage that is pulled out.



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- 10.3. All items will be inspected prior to hire and will be inspected upon return/pickup.
- 10.4. No holding deposits will be returned until all items are returned in their original condition.
- 10.5. Any items not returned, either lost, stolen or damaged will be charged to the hirer at the full retail price.
- 10.6. Decoration and equipment are not to be moved by people/staff other than Let Life Sparkle Events staff, unless notified and agreed to by management prior.

11. Fresh Floral Availability

- 11.1. Let Life Sparkle Events & Hire does not guarantee specific floral types, as this is subject to market and seasonal availability.
- 11.2. If Australia's inflation index or a natural disaster (fire, earthquake, flood), Government intervention, epidemic or pandemic or other affects the fresh floral market, Let Life Sparkle Events & Hire's pricing for fresh flowers will reflect current rates in client's quote/booking.
- 11.3. All flowers and foliage are subject to substitution; as a result, but not limited to; unavailability, quality control, seasonal variation, shipment and freight. Let Life Sparkle Events & Hire reserves the right to use its discretion to substitute of similar variety, type, colour and value under such circumstances. The client will be notified of any alternation or substitution.
- 11.4. If under any circumstance and or due to inflation rates, Let Life Sparkle Events & Hire reserves the right to substitute fresh flowers for artificial flowers to keep within the client's budget or booking payment. The client will be notified beforehand of any changes.
- 11.5. Peak Periods incur higher rates/prices due to factors that are outside of Let Life Sparkle Events & Hire's control. Higher delivery charges may apply during peak periods. The dates include, but are not limited to:
 - I. 2 weeks before, 2 weeks after, and including February 14th
 - II. 2 weeks before, 2 weeks after, and including Mother's Day
 - III. 2 weeks before, 2 weeks after, and including Christmas
 - IV. 2 weeks before, 2 weeks after, and including New Year's Eve.

12. Hire Items

- 12.1. All fragile items including glassware, cake stands, or charger plates are to be cleaned and returned in their original packaging (bubble wrap/box) to avoid any breakages.
- 12.2. All Hire items are subject to minor imperfections and are to be expected, regardless of our constant high standard maintenance and upkeep.
- 12.3. All charger plates must be cleaned / wiped down after use. If charger plates are not returned clean, a cleaning fee of \$2 per plate will be taken from the bond.
- 12.4. All cake stands must be cleaned / wiped down after use. If cake stands are not returned clean, a cleaning fee of \$10 per stand will be taken from the bond.
- 12.5. Photographs may be taken of the setup by Let Life Sparkle Events or yourselves and used on our Facebook page and/or Instagram account.
- 12.6. Any hire items that are returned late will incur a late fee to the value of an additional day hire for each item.
- 12.7. All equipment, furniture, décor, props, other items and any other property of Let Life Sparkle Events and Hire remains the property of Let Life Sparkle Events and Hire.
- 12.8. Items should be hired and used for their intended purpose, Let Life Sparkle Events and Hire will not be held responsible or liable for incorrectly chosen hire items
- 12.9. Hirers will make good any costs associated with loss, damage or replacements of items, equipment, furniture, décor, props and any other property of Let Life Sparkle Events and Hire as a result of their hire/activities.
- 12.10. The Hirer shall keep Let Life Sparkle Events and Hire indemnified from and against all damages costs charges and expenses incurred, consequence of such damage; including but not limited to:
 - I. any costs incurred by Let Life Sparkle Events and Hire in repairing or making good any damage so caused and;
 - II. all costs losses damages and expenses of any kind howsoever arising out of the postponement or cancellation of agreed use or any other concurrent or subsequent uses that Let Life Sparkle Events and Hire may have agreed with another hirer

13. Liability for Damages & Personal Injury

- 13.1. Let Life Sparkle Events & Hire is not liable for any injuries or accidents due to breakages/mishaps whilst props are in your care.
- 13.2. Let Life Sparkle Events & Hire is not liable for any injuries, damages or mishaps for any purchases that have been custom made to client specifications once in the possession of the purchaser.
- 13.3. All hired items remain the property of Let Life Sparkle Events & Hire and the hirer must adhere to all terms and conditions.

14. Additional Charges - Bad Weather



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- 14.1. In the event of bad weather (e.g., hail, rain, lightning, thunderstorm, wind) Let Life Sparkle Events and Hire will move to the client's alternative location when given at least 3 to 4hrs notice prior to the ceremony or event time. Let Life Sparkle Events and Hire will do their best to accommodate any reasonable requests but will not be responsible for anything that is out of our control or that does not go to plan.
- 14.2. If the client decides to proceed with the ceremony or event in wet weather, Let Life Sparkle Events and Hire has a duty of care and the right to refuse roll out of carpets or assembly of equipment where the risk has been assessed as detrimental to the condition of the equipment or unsafe for guests or unsafe for the staff of Let Life Sparkle Events.
- 14.3. If the wet weather location is difficult to access, a surcharge may be applied. If the client cancels due to wet weather, the client will not be entitled to a refund and all monies paid will be forfeited.
- 14.4. Should the client decide to move location after set-up has commenced, a minimum relocation fee of \$110.00 may be charged.
- 14.5. Let Life Sparkle Events and Hire is not responsible for any delays in the set up and pack down.
- 14.6. If a prop/s cannot be used in an alternate location, Let Life Sparkle Events and Hire is not liable to provide a refund for items not used

15. Rubbish Removal

- 15.1. Let Life Sparkle Events & Hire will not be responsible for the removal of rubbish left from the event unless a clean-up service was booked and requested in writing.

16. Copyright

- 16.1. All information provided by Let Life Sparkle Events and Hire or photos taken of our styling and services may not be used by the client or their guests or its other service providers for commercial purposes unless prior written consent is given.
- 16.2. Under no circumstances shall the Event Designer or Stylists works, sketches, designs or other property be recorded, videoed, photographed or copied by any means including camera, mobile phone, video camera, scanner or other device/s. Photos or recordings are not permitted during consultations.
- 16.3. In the event that an image, video recording or other item surfaces online and/or social media, Let Life Sparkle Events and Hire will in the first instance seek to have the material removed and can exercise their right to take legal action.

17. Exclusions and Limitations

- 17.1. Let Life Sparkle Events & Hire may make certain recommendations to you. Any such recommendation is purely a suggestion; the ultimate decision lies with the client.
- 17.2. Our Senior Wedding & Event Stylist may make slight changes to your styling on your event date to provide a better outcome.

18. Dance Floor Liabilities

- 18.1. Let Life Sparkle Events & Hire is not liable for any injuries or accidents whilst the hirer and guests are using our dance floors.
- 18.2. Whilst we endeavour to keep our dance floors resistant to scuff marks from dark sole shoes, we are not liable for any marks visible during your event.
- 18.3. Let Life Sparkle Events & Hire is not liable for any damages to our dance floors made by decals from any external suppliers other than Let Life Sparkle Events & Hire. The hirer is responsible and will forfeit the bond.
- 18.4. If the dance floor is outsourced from another vendor / supplier other than our preferred suppliers, Let Life Sparkle Events & Hire is not responsible for the removal of our dance floor decal.
- 18.5. Based on availability and to suit your needs of a dance floor for your event, Let Life Sparkle Events & Hire may outsource a dance floor like our own to accommodate for any particular event.
- 18.6. If the dance floor decal needs to be removed by Let Life Sparkle Events & Hire, an additional cost of \$200 applies.

19. Decal & Stationary

- 19.1. Once a final proof is sent and the client approves, Let Life Sparkle Events & Hire is not liable for any mistakes or mishaps with the any form of stationery wording after this point. In the event that Let Life Sparkle Events & Hire needs to make any changes prior to the event date due to issues encountered with Stationery, decal and invitations, the client will be informed either via email or phone call.
- 19.2. The process for the design and proof of Seating Plans and Welcome Signs can take up to 3-4 weeks and must be finalised and signed off by the client 2 weeks prior to the event
- 19.3. Any mirrors that are completed and finalised less than 2 weeks before the event, Let Life Sparkle Events & Hire is not liable for any faults or flaws. No changes can be made there-after. Failure to finalise seating list 2 weeks in advance will incur a surcharge of \$50.00.
- 19.4. Calligraphy film is not to be removed from any of our mirrors and the mirrors are not to be cleaned.
- 19.5. Any delays with the print of any vinyl can result in air bubbles if prepared under two weeks. Let Life Sparkle Events & Hire will not be liable for this result.
- 19.6. When a mirror is situated under direct light, expect high reflection and glare.
- 19.7. It is the client's responsibility to provide and finalise Seating Plan names prior to the two week.

20. Ceiling Installation



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- 20.1. The cost of Ceiling Installations excludes Rigging. Rigging is to be organised by client with the venue and thereafter Let Life Sparkle Events & Hire will liaise with the Rigger about the construction of the Ceiling Installation.
- 20.2. The costs of Ceiling Installations are subject to variation and pricing varies based on final confirmed venue conditions, rigging points, dimensions, and/or client selection.

21. Public Holidays & Christmas Breaks

- 21.1. Mother's Day, Father's Day, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day and all gazetted Public Holidays will incur an additional surcharge of 20% on the order.
- 21.2. An additional surcharge will be incurred if an event is during Let Life Sparkle Events and Hire Christmas to New Year Break.



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