



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. Booking Confirmation

- 1.1. By signing the booking form/s, the client agrees to the terms and conditions outlined on www.letlifesparkleevents.com.
- 1.2. 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.
- 1.3. Any cancellations made within 2 weeks to your event date, all payments made will be forfeited.
- 1.4. 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.
- 1.5. It is the client's responsibility to check that all details of the service agreement are correct, as the order will proceed based upon the signed service agreement. Exact measurements and table spacing, etc. is the responsibility of the client to check.
- 1.6. Any changes or deductions to the booking cannot be made 30 days out from the event date. There will be no refund for change of mind/cancellations.
- 1.7. 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.
- 1.8. If a booking form is no longer valid (validity; 7 days from the issue date) and the client makes a payment towards a booking after the 7 day period, Let Life Sparkle Events & Hire will not be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. 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).
- 1.9. Items cannot be changed or refunded once delivered unless it is faulty.
- 1.10. Any bookings made under 24 hours to the event day will incur a \$150.00 Turnaround fee.

2. Payment

- 2.1. The balance outstanding must be finalised 30 days prior to your event.
- 2.2. Bookings made in less than 30 days to the event will need to make full up front payment.
- 2.3. All payments made by credit card using MasterCard, Visa card or BPAY from a credit account will incur a 2.5% surcharge (of the total payment price).
- 2.4. Please allow up to 10 business days for Bond Return via Bank Transfer.
- 2.5. Any bond returns with incorrect bank details will incur a surcharge provided from the bank in the event that payment is bounced back.
- 2.6. 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.
- 2.7. 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.
- 2.8. Full upfront payment is needed for prop hire under \$200.
- 2.9. Further payments after initial 50% deposit can be made in installments.

3. Delivery, Pickup and Labour Surcharges

- 3.1. 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.
- 3.2. Styling services start from \$800 per event and is additional on top of the labour fees. Minimum sub total of the event for styling services must be over \$1500 and \$6000 for weddings.
- 3.3. A preparation fee will be charged up to 8% of the overall hire order for any custom or styling required for any event.
- 3.4. 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.
 - 3.4.1. 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.
- 3.5. Delivery + Styling and Setup for any event prior to 9am will incur an additional fee. The charges vary based on distance, additional team members needed and longer setup periods.
- 3.6. Late night pack down (8:00pm-6:00am) will incur a \$200 fee per hour there-after. (Please contact Let Life Sparkle Events & Hire for any queries).
- 3.7. If the location is outside the Sydney Metro area, an additional travel fee may apply.
- 3.8. 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 (eg. Scissor Lift) is required to fulfill any styling (eg. ceiling installations).
- 3.9. If difficult bump in is encountered (i.e. access) to the venue/ location despite access details requested, an additional fee of \$200.00 will be deducted from the bond or charged to the credit card on file.
- 3.10. Staff members are allocated accordingly to each event to ensure smooth running of each event day.

4. Liability for Venue Restrictions & Wedding Planners

- 4.1. 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.
- 4.2. 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.

5. Variations & Amendments

- 5.1. Prices subject to change in accordance with customisation of any of our items, flower walls/floral table skirting, floral arrangements.
- 5.2. Availability of our services/styling or any of our props are subject to change after the 7 day quoted period.
- 5.3. Any complimentary items included in the original quote are



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only inclusive if the client agrees to the original quote from the first issue date.

- 5.4. Complimentary items and discounts are subject to being removed from the quote or charged at their full price if quote is amended after the first consultation or first issued quote.
- 5.5. A variation cost will be charged from \$100 per variation if the original quote or design is amended more than 3 times.
- 5.6. Any changes after booking can only be minor changes.
- 5.7. First consultation = Design Process. Second consultation = Finalisation & Booking
- 5.8. For all wedding invitation packages, all designs & wording must be finalised 5 months prior to the wedding date.
- 5.9. Must allow 6 - 8 weeks of production time for couture.
- 6. Loss/Dry Hire Damages**
 - 6.1. A refundable holding deposit (bond) is required for all hires. The bond must be paid for in full prior to the items being released.
 - 6.2. 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.
 - 6.3. 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.
 - 6.4. All items will be inspected prior to hire and will be inspected upon return/pickup.
 - 6.5. No holding deposits will be returned until all items are returned in their original condition.
 - 6.6. Any items not returned, either lost, stolen or damaged will be charged to the hirer at the full retail price.
 - 6.7. 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.
- 7. Fresh Floral Availability**
 - 7.1. Let Life Sparkle Events & Hire does not guarantee specific floral types, as this is subject to market and seasonal availability.
- 8. Hire Items**
 - 8.1. 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.
 - 8.2. 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.
 - 8.2. 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.
 - 8.3. Photographs may be taken of the setup by Let Life Sparkle Events or yourselves and used on our Facebook page and/or Instagram account.
 - 8.4. Any hire items that are returned late will incur a late fee to the value of an additional day hire for each item.
- 9. Liability for Damages & Personal Injury**
 - 9.1. Let Life Sparkle Events & Hire is not liable for any injuries or accidents due to breakages/mishaps whilst props are in your

care.

- 9.2. 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.
- 9.3. All hired items remain the property of Let Life Sparkle Events & Hire and the hirer must adhere to all terms and conditions.

10. Additional Charges - Bad Weather

- 10.1. In the event of bad weather (e.g. rain) Let Life Sparkle Events & Hire will move to the client's alternative location within 20 km for free when given at least 3hrs notice prior to the ceremony or event time. Let Life Sparkle Events & Hire will do their best to accommodate any reasonable requests but will not be responsible for anything that does not go to plan.
- 10.2. If the client decides to proceed with the ceremony or event in wet weather, Let Life Sparkle Events & Hire has the right to refuse roll out of carpets or assembly of equipment where it is deemed detrimental to the condition of the equipment or unsafe for guests.
- 10.3. If the wet weather location is difficult to access, a surcharge may be applied. If the client cancels due to wet weather, no money will be refunded. If the client decides to move location after set up has commenced, a relocation fee of \$110 may be charged. Let Life Sparkle Events & Hire is not responsible for any delays in the set up.

11. Rubbish Removal

- 11.1. 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.

12. Copyright

- 12.1. All information provided by Let Life Sparkle Events & 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.
- 12.2. Photo's of Head Stylist's sketches cannot be taken during consultations. In the event that an image surfaces on social media, Let Life Sparkle Events & Hire can take legal action. outcome from your initial design process consultation.

13. Exclusions & Limitations

- 13.1. 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.
- 13.2. Our Senior Wedding & Event Stylist may make slight changes to your styling on your event date to provide a better outcome.



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14. Dance Floor Liabilities

- 14.1. Let Life Sparkle Events & Hire is not liable for any injuries or accidents whilst the hirer and guests are using our dance floors.
- 14.2. 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.
- 14.3. 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.
- 14.4. 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.
- 14.5. 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.
- 14.6. If the dance floor decal needs to be removed by Let Life Sparkle Events & Hire, an additional cost of \$200 applies.

15. Invitations, Decal & Stationary

- 15.1. 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.
- 15.2. Seating Plans & Welcome Signs take up to 48 hours to design and proof.
- 15.3. 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.
- 15.4. Calligraphy film is not to be removed from any of our mirrors and the mirrors are not to be cleaned.
- 15.5. 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.
- 15.6. When a mirror is situated under direct light, expect high reflection and glare.
- 15.7. It is the client's responsibility to provide and finalise Seating Plan names prior to the two week.

16. Ceiling Installation

- 16.1 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 liase with the Rigger about the construction of the Ceiling Installation.

17. Public Holidays & Christmas Breaks

- 17.1. Christmas Eve, New Years Eve and Public Holidays will incur an additional surcharge of 20% on the order.
- 17.2. An additional surcharge will be incurred if an event is during Let Life Sparkle Events & Hire Christmas to New Year Break.



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