



TERMS & CONDITIONS

THE WARWICKSHIRE WEDDING COMPANY (hereon referred to as "TWWC") FULL STYLING & HIRE TERMS & CONDITIONS (For 2024 & 2025)

HIRE & STYLING FEES: Styling and service fees are based upon several factors, including, but not limited to the number of guests anticipated, the type of services desired, the venue, and styling materials required. Travel fees are additional to styling/service fees and are charged at a rate of 0.60 per mile.

TWWC have an agreed minimum spend for full styling/hire services, as follows: £1,800 for weekend weddings in July, August, and September, and £1,500.00 for weekday and weekend weddings/events outside of these months (each excluding floral items/arrangements and travel expenses). For weddings/events of less than 40 guests, exceptions to the minimum spend may be made and agreed prior to deposit payment.

HIRE & STYLING ARRANGEMENTS: It is the Client's responsibility to communicate with TWWC the number of guests attending to enable TWWC to obtain the necessary items needed for styling. A minimum of 4 hours set up time must be agreed with the venue for TWWC to perform the work. Some events will need more time depending upon requirements. If the venue will allow decorating the day before, TWWC will make every effort to accommodate this. Just as it takes many hours to set up and decorate, it will also take time to break down all decorations. For this reason, a minimum of 2 hours must be agreed with the venue for the breakdown.

OWNERSHIP OF HIRE ITEMS: It is agreed that all hire items shall remain the property of TWWC, including where hire items have been temporarily personalised (i.e. card boxes, welcome signs etc.)

DAMAGE TO PROPERTY AND LOSS OF ITEMS: The Client will be responsible for any damage or soiling of property, including, but not limited to, chair covers, sashes, drapes and fabrics, glassware, mirror plates, charger plates, centre pieces, signage, card boxes, napkins etc. All damage and/or missing property will be charged at the full replacement cost (including any delivery charges). If the client's guests remove items (i.e. centrepieces, cutlery, decorative accents, any of the items mention above etc.) that are the property of TWWC, then the Client will be charged the full replacement cost (including any delivery charges).

CUTLERY HIRE: When hiring cutlery from TWWC, it is the client's responsibility to ensure that cutlery is rinsed thoroughly after use, to avoid tarnishing. Cutlery cannot be soaked or left in water/left wet and should not be washed in a dishwasher. TWWC will wash the cutlery correctly following collection.

If cutlery is not rinsed or becomes tarnished as a result of these instructions not being followed, the client will be responsible for covering the full replacement value of the cutlery (including any delivery charges).

ACCIDENT CLAUSE: TWWC are not responsible for any accidents or injuries related to our props and/or decor that are caused by mishandling by the Client, guests, or site staff.

LIMIT OF LIABILITY: If TWWC is unable to complete services due to extreme instances (i.e. accident, death, extreme weather conditions, unsafe conditions at the venue, or restricted venue access), then TWWC cannot be held responsible for non-completion of services. In such instances, it is expected that TWWC and the Client would come to a reasonable agreement for a partial refund.

When co-ordinating with/working in partnership with other suppliers, such as florists, stationers etc. TWWC are not responsible for the work produced by them and therefore cannot be held responsible or liable for this. If other suppliers, venue staff, guests, or other persons alter styling or hire item provided by TWWC without their knowledge, TWWC cannot be held responsible or liable for any impact this has on the look or quality of the overall styling or hire items.

DISPLAY/PROMOTION: It is agreed that TWWC may display and use videos and photographs from the event for their website, internet promotion, and any other purposes thought proper by TWWC. All video or photographs are subject to be posted on all social networking sites for promotional purposes only. The Client is responsible for advising TWWC of any photos or videos they do not wish to be publicised. TWWC possesses full ownership of all videos and photos of the decorating process and final set up photographed by TWWC and its affiliates. Therefore, TWWC has permission to place their name and logo on any photographs taken by TWWC.

DATA PROTECTION: The following is a broad description of the way TWWC processes personal information...

We process personal information to enable us to promote our goods and services, to maintain our accounts and records and to support and manage our resources. We also process information on the lawful basis of creating contracts. Processing of information is necessary for a contract to be created between us or because you have asked us to take specific steps before entering a contract. Examples might include providing quotes or other pre-booking information as well as bookings and payment processes. Additionally, we process information for legitimate interests. Processing is necessary for our legitimate interests or the legitimate interests of a third party. For example, to set up a meeting, the event itself, take down after the event and any on-going queries etc. We process information relevant to the preceding reasons and purposes. This may include personal and contact details, family, lifestyle and social circumstances, financial details and goods or services

provided. We process personal information about our customers and clients, suppliers and service providers, venue staff and other professional experts, as relevant.

We sometimes need to share the personal information we process with the individual themselves and with other organisations. Where this is necessary, we are required to comply with all aspects of the General Data Protection Act (GDPA). We may need to share some of the personal information we process, for one or more reasons, with the following organisations. Family, associates and representatives of the person whose personal data we are processing, associate wedding and events suppliers, such as stationers, florists, wedding planners (both venue-based and independent), other venue stylists, DJs & other entertainers, goods suppliers, cake makers, bridal and occasion wear/dressmakers and photographers etc, venue-based staff and management, website, telephone, email and social media providers, designers and maintenance businesses, accounting, taxation and other financial organisations, central government agencies (e.g. HMRC), suppliers and service providers.

We will securely retain your information for up to six years after your wedding/event, for reference and analytical purposes as well as tax purposes. Under the General Data Protection Act 2018, you have rights as an individual which you can exercise in relation to the information we hold about you, including the right to access your data, have any amendments made, have your data removed from our records and, where necessary, complain to the ICO if you think there is a problem with the way we are handling your data.

INDEPENDENT CONTRACTOR: These Terms & Conditions are not to be construed as an employment agreement in any way. TWWC functions as an independent contractor only. The Client understands that TWWC are professionals and do not need to be monitored or supervised as work is performed. The Client agrees that whilst a general design plan may be in place and indicative styling images may be included on client vision boards, these are guides only, and TWWC reserves the right to use their creative control on the day of the event and style the venue as they see appropriate, using items hired/included within the quotation, as well as their knowledge of the Clients wishes.

EVENT DETAILS: The Client gives permission for TWWC to contact the venue and other vendors to confirm event details. The Client understands and agrees that it is not TWWC's responsibility to set up or breakdown any items that are sub-rented or dropped off from other vendors or other persons, unless otherwise agreed. If it is agreed that TWWC will set-up or style such items, TWWC will make every effort to set-up and style these items in the desired way, however, cannot be held liable or responsible for the quality of the styling or set-up of items not owned by TWWC.

MATERIAL GUARANTEE & COLOURS: All materials are guaranteed to be as specified by the manufacturer. If a supplier discontinues a product or a manufacturer changes material type, TWWC reserves the right to substitute an item for another of like kind and quality and make any last-minute changes (at our discretion, based on the availability of materials at the time of the event). Colour charts supplied by TWWC should be used as a guide only. The client agrees that colours may differ slightly to those shown on the colour chart. Colours may also vary between different item types (i.e long drape colours may differ to chair drapes and/or table runner colours, even if made from the same material), and will differ between items made from different materials.

MAKING CHANGES: The Client will be given an invoice with the total price of the hire items and styling services and a breakdown of individual rentals based on the guest count and other factors. It is the Client's responsibility to check this for accuracy. The Client is required to submit to TWWC the final number of guests attending the event no less than 12 weeks prior to the event date, which will be reflected in the remaining balance owed. If the Client fails to inform TWWC with at least 12 weeks' notice, they are not responsible for the quality of service provided.

Within 12 weeks of the event date, the Client will not receive a reduction in price due to a reduced number of guests, no longer needing items or needing fewer items. If the guest count increases TWWC will make every effort to add the additional items, which will be calculated at current pricing to the invoice.

Upon payment of the deposit, and prior to paying the remaining balance, any hire items reserved cannot be changed (i.e. change in colour scheme, theme etc.) - only items affected by the number of guests attending the event, such as chair sashes, napkins, and charger plates, can be reduced (in line with the reduced guest number*). Items not allocated on a per guest basis, such as arches, centrepieces, drapes, backdrops, table runners, other displays etc. cannot be removed from your booking once the deposit has been paid. Customisable items such as personalised decorations etc. may not be changed. There can be no changes made to the decoration plan or florals within 12 weeks of the event date, unless agreed with TWWC.

*Upon payment of the deposit, and prior to paying the remaining balance, guest numbers cannot be reduced by more than 5% of the number stated on the original quote.

SAFETY: If TWWC deems the event to be unsafe, they reserve the right to halt all services. If the Client or the Client's guests cause the event to become unsafe, then the Client will pay any fees associated with changing the date of the services.

RESERVATION DEPOSIT & PAYMENT SCHEDULE: Upon signature, TWWC reserves the time and date agreed upon. For this reason, a deposit of 30% of the balance stated is non-refundable, even if the event date is changed or if the event is cancelled for any reason. The deposit is applied towards the total balance upon completion and submission of this contract. The agreed deposit (detailed on the clients quote) officially reserves the date and covers the substantial cost of materials purchased for the event styling services. In some cases, if more expensive and customisable items are needed, the Client will be required to pay a 50% deposit. The Client understands and agrees that the remaining balance is due no less than 8 weeks PRIOR to the decorating services being undertaken. The remaining balance may be made in

instalments if agreed by both parties. If the required event date is within 8 weeks of the service agreement, payment is required in full at the time of order. This payment would be non-refundable.

If payment is not received within 8 weeks of the event date, we reserve the right to cancel the event and any monies paid will not be refunded.

REFUNDABLE DAMAGES DEPOSIT: A damages deposit may be required at the discretion of TWWC. The client will be informed prior to booking if a damages deposit is required. The damages deposit is refundable, and the price of the deposit varies depending on what is hired. The damages deposit is refunded to the Client upon return of and following a full inspection of the hired materials.

If damage or loss occurs, the Client must pay the replacement value of said product(s), excluding washable stains, which will be deducted from the damages fee. If the amount should go over the damages fee, the Client will be charged for the remaining amount owed. Standard laundering of hired items is included within the service charge. This includes stains from food and drinks and light scuff marks from shoes.

The damages deposit should be sent in a separate transaction on the same day as the final payment. If a damages deposit is not received within 8 weeks of the event date, we reserve the right to cancel the event and any monies paid will not be refunded.

CHANGE OF DATE OR VENUE: If the date or venue of the event is changed, for any reason, TWWC must be informed by the Client as soon as possible. All cancellation or date change requests must be made in writing or emailed within the guidelines of this agreement.

TWWC will make every reasonable effort accommodate the new date, but if unable to, due to (but not limited to) other event bookings, holidays, personal commitments, etc. then TWWC will not be held liable. A £50 admin fee will be required to process a change of date.

If the client fails to inform TWWC of any changes of date or venue more than 12 weeks in advance of the original agreed upon date, and TWWC is unable to provide services for the new date, then the client will be required to pay the full outstanding amount due.

CANCELLATION: A non-refundable deposit is required to secure services provided by TWWC for the agreed event date. If the client's event is cancelled for any reason out of TWWC control, this deposit will not be refunded. Full payment and a damages deposit is required 8 weeks prior to the event date. If the client's event is cancelled after this point, for any reason out of TWWC control, the client will not be refunded.

If the client must postpone or change the event date, the TWWC will make every effort to accommodate the postponement or change and transfer the deposit to the new date, however, where this is not possible, any payments received at this point will not be refunded. TWWC will NOT be held liable for any circumstances out of our control which result in postponement or cancellation.

By signing below, I/We (the client/clients) agree to all of the above Terms & Conditions, outlined by the TWWC.

Client(s) Full Names:

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Client(s) Signature(s):

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Client(s) Home Address and Postcode:

If this document is not signed, completed in full, and/or returned when requested, the payment of a deposit will constitute as agreement to these Terms and Conditions. If the client fails to fully complete, sign, and/or return this document 8 weeks prior to their event, we reserve the right to cancel the booking. Any monies paid will not be refunded.

Bank details for the return of the refundable damages deposit:

Sort code: _____

Account number: _____

Name on the account: _____