

Terms and Conditions

Contract Terms

BOOKINGS:

Your appointment date and services will be secured when the signed contract and security deposit are received. The remaining balance will be due two weeks before the event.

MISCELLANEOUS FEES:

Costs incurred for travel and delivery of services are to be paid by the client. These may include, but are not limited to: parking, valet, tolls, etc. The amount will be included on the final bill.

PAYMENTS:

Deposits to be made via PayPal or bank transfer. The client is to cover PayPal fees which will be added to their confirmed amount. This can be included in the invoice. In some circumstances cash can be paid on collection of goods.

TRAVEL:

Milage is charged at £1 a mile for travel to and from the venue. This will be included in the final bill.

SERVICE LOCATION:

In some cases we may require access to the venue two hours before the event. This will be discussed between us and the client before booking. This is necessary for the artist and the decorating team to organise and set up everything before the event.

DELAYS:

The artist and all decorating staff will arrive on site as specified by the client. We cannot be held responsible for delays, (or incomplete decor), if we are not allowed a reasonable amount of time to complete decor services as described in this agreement.

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DECOR EQUIPMENT:

All re-useable non balloon equipment, including but not limited to, frames, lighting, poles, wooden backdrops, props, signs, easels, etc. Are the property of the artist and must remain on-site for collection at the specified time and date. The client is responsible for all loses due to theft, vandalism, misplacement and accidental damage. In the event that the artist equipment is damaged, misplaced or stolen, the client agrees to be billed for the replacement cost of the item.

Refunds

Please note the 25% security deposits may be refunded within 4 weeks of the event date. After the 4 week mark deposits become non refundable. Clients who pay the balance in full may receive a 75% refund. Cancellation within 2 weeks of the event may result in no refund being given. This is at the discretion of Events by Sadie.