

## **GLOSSARY OF TERMS**

- "Event Decorations" refers to items rented out by Florae By Camille to the Hirer for an agreed hire fee, this term refers to all event furnishings - chairs, tables, marquee, arbours, floral arrangements, vases and all other event/party props.
- "Owner" refers to Florae By Camille.
- "Hirer" refers to individuals or groups temporarily renting the Event Decorations or equipment from Florae By Camille for an agreed hire fee.

## **SECURITIES AND DEPOSITS**

- To confirm an order for an event a 25% nonrefundable deposit is required. Hired items are not booked to the Hirer until 25% of the total payment is completed.
- A minimum-security (bond) deposit of \$200 must be paid along with the hire fee. Large volumes of event furnishing hire will attract a higher security deposit. The security deposit is refundable upon receiving the Event Decorations in the same condition as they were hired. It will be refunded within 5-7 business days of the collection of the Event Decorations.
- A portion or the entire deposit will be deducted if the Event Decorations are damaged beyond normal acceptable wear and tear. In cases where the entire Event Decorations or components are not returned, the full cost of the missing Event Decorations and or components must be paid at the Owners agreed value for each missing item. This fee is composed of the deposit fee combined with the additional remaining cost required to cover the replacement of the missing items.

## **CANCELLATIONS**

- If, due to circumstances beyond the control of the Owner, the Owner is unable to provide the Event Decorations, the Owner may either make changes to the Event Decorations provided or cancel the booking.
- The Hirer should have an adverse weather plan in place, where the Owner is required to withdrawal the hire service due to unsuitable weather, this includes high winds resulting in marquee hire being unserviceable.
- The Owner reserves the right to replace the Event Decorations with a suitable substitute upon consultation with the Hirer, in the event of unforeseeable unavailability.
- The Hirer may cancel a booking, however, hire fees already paid will be forfeited as follows:
  - a. If a booking is cancelled 4 weeks prior to the event date, Florae By Camille will refund the hire fees paid minus the nonrefundable 25% deposit plus a \$30 administration fee, however the security (bond) deposit is fully refunded.
  - b. Bookings cancelled 14-4 days prior to the agreed date of hire will result in a forfeiture of 50% of the total hire fee, plus a \$30 administration fee, however the security deposit is fully refunded.
  - c. Bookings cancelled within 3 days of the agreed date of hire will result in the Hirer being charged the full agreed hire fee, however, will not incur an administration fee and the security (bond) deposit is fully refunded.

## **DELIVERY SET UP, SET DOWN AND COLLECTION**

- Delivery set up, set down and collection charges are not always included in our hire prices.
- If delivery set up, set down and collection charges apply, this will be quoted based on the location of delivery, set up, set down and collection. An agreed time will be arranged with the Hirer between 8:00AM and 4:00PM. Flexibility regarding specific times outside of the above-mentioned times can be negotiated to best suit the Hirer. A surcharge may apply for specific times outside of the above-mentioned times.
- The Hirer must provide safe and proper access to and from the site. All Event Decorations must be left in an easily accessible position at the end of the hire period; otherwise, hire charges will continue until availability has been provided.
- Event Decorations on hire are not to be moved from the delivered address.
- The Hirer must ensure the Event Decorations are kept clean, and in a dry state where possible.
- The Hirer is responsible for ensuring that Event Decorations are available for collection anytime between 8:00AM and 4:00PM on the arranged collection date. An agreed time will be arranged with the Hirer. In case of failed collections, hire charges will continue to accumulate until availability has been provided, with a fee of \$25 for each hour that exceeds the agreed hire period.
- All deliveries and collections are limited to ground floor and should not exceed 2 levels or flights of stairs unless a suitable elevator or lift is available.

## **INSURANCE AND LIABILITIES**

- Once the Event Decorations have been delivered, as set up to the Hirer satisfaction, the Hirer assumes all responsibilities and liabilities until they have been collected by the Owner.
- Insurance is not covered by the Owner once the Event Decorations have been delivered. The Hirer is responsible for maintaining all appropriate insurance policies covering liability, property, and casualty insurances to fully protect the Owner and the Event Decorations against all claims, losses, or damage.
- The Hirer is 100% responsible for any injuries that may occur to individuals over the hire period. The Owner takes no responsibility for any injuries that may occur to individuals over the hire period.
- The Hirer is 100% responsible for any necessary and/or required permits for public park installations of all Event Decoration. The Owner will not complete applications and or apply for permits on behalf of the Hirer.
- Upon receiving or picking up the Event Decorations, the Hirer is required to provide a copy of their photo identification. It's important to note that this information will not be stored and shall solely be utilised in the event of significant damages, losses, or theft.

## **LOSS OR DAMAGE**

- All Event Decorations supplied on hire remain the property of the Owner. Some Event Decorations are not intended for use in open wet weather conditions, as this may result in moisture damage, the Hirer should also have a wet weather plan in place if in the event the Owner withdraws the hire service due to unsuitable weather.
- If any of the Event Decorations are lost or damaged, the Hirer must immediately notify the Owner.
- The Hirer agrees to pay for all lost, destroyed, stolen, damaged, or unreturned goods to the Owner.
- In the event of the abovementioned situations, the Hirer also agrees to pay hire charges until the items are returned or paid for at the current replacement cost. In cases of irreparable damage, complete loss or failure to collect the Event Decorations a total replacement of the hired Event Decorations will be at 100% replacement value and is strictly additional to already paid hire fees, where already paid hire fees are not deducted from the final total replacement fee. The Owner's decision on the condition of goods prior to dispatch and upon return shall be final.

## **INCLUSIONS, OTHER FEES and CHARGES**

- Delivery, set up, set down and collection is not always included in hire prices.
- Hire rates cover the hire of the Event Decorations for a 24-hour period or any part thereof.
- Failure to have the Event Decorations ready for collection on the agreed date and time will incur a late fee.
- Full hire fees and security deposit must be paid in advance no later than 7 days prior to the date of hire, unless otherwise agreed by Owner.
- Payment Methods Include; EFTPOS - Credit/Debit Card/Direct Deposit/PayPal
- Direct Deposit is the preferred method of payment; however cash is accepted at the request of the Hirer, please be mindful full hire fees and security deposit must be paid in advance no later than 7 days prior to the event.

## **PHOTO CONSENT**

- By way of default the Hirer consents to the use of images provided by them or captured by the Owner with the acknowledgment that these images may be used on Florae By Camille website and social media presence. Personal information, such as names or location will not be utilised in any publications. The Hirer must advise the Owner in writing if they do not consent to photos supplied/captured are used on Florae By Camille website and social media presence.