

# Terms & Conditions

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|-------------------|--------------------------------|
| 1. Payment        | 4. Security                    |
| 2. Transportation | 5. Cancellation & Postponement |
| 3. Setup & Labor  | 6. Media & Publicity           |

## 1. PAYMENT

- 1.1. Customers shall make an **advance payment of at least 50% (half) of the total hire fee** in order to secure their bookings with Jollof Events.
- 1.2. Balance payments (if any) shall be made before delivery of service.
- 1.3. Jollof Events reserves the right to charge an **extra 5% of the total hire fee per day upon late payment of balances**, and late replacement and maintenance of missing or broken items.
- 1.4. Making payments shall indicate that the customers have accepted our terms and conditions.
- 1.5. Customers shall pay a 15% value added tax (VAT) for every item/service ordered.

## 2. TRANSPORTATION

- 2.1. Transport fee: depends on item quantity and location.
- 2.2. The delivery and collection (transportation) of hired items will be done by Jollof Events or its affiliates; Customers cannot use their own transport, unless agreed upon by both parties.
- 2.3. An Additional 50% of the transport and labor fees may be charged on events that require advance delivery.

### 3. SETUP & LABOUR

- 3.1. Setup (labor) fee: Depends on product type and quantity.
- 3.2. Customers may decide to set up or pack specific items by themselves.
- 3.3. **Tents shall not be moved or dismantled** without approval from Jollof.
- 3.4. For events ending after 4:00 PM (evening or night), **Jollof Events is NOT responsible for the packing and collection** of hired items until the following morning.
- 3.5. Additional labor fees will be charged for carrying items to a story building or walking (no vehicle) footpaths that exceed 50 meters.
- 3.6. **Some items may have slight or negligible wear and tear; stains; or color variations** as a result of frequent usage among others.

### 4. SECURITY

- 4.1. Customers shall confirm the quantity and quality of items upon delivery.
- 4.2. Customers shall be responsible for any missing or broken item during the hire period.
- 4.3. Missing or broken items shall be replaced or repaired not more than a week after the completion of the hire period.

## 5. CANCELLATION & POSTPONEMENT

- 5.1. Items once delivered cannot be reduced or cancelled, and full payment shall be made by the customer.
- 5.2. Customers who cancel a booking, or any component (item) in a booking, regardless of the reason for cancellation, shall pay:
  - i. 30% of the hire fee, If the cancellation is at least two weeks (14 days or more) before the commencement of the hire period (event date);
  - ii. 50% of the hire fee, if less than two weeks (13 days or less).
- 5.3. Jollof Events reserves the right to charge an extra 20% of the total hire fee upon postponement or rescheduling of an event.
- 5.4. A booking will be assumed as cancelled if the postponement period lasts more than 100 days.

## 6. MEDIA & PUBLICITY

- 6.1. Jollof Events may photograph and record event setups, behind-the-scenes processes, and completed work for documentation, marketing, and promotional use across its platforms.
- 6.2. B. By engaging our services, clients grant permission for such media use, which may incidentally include the venue and individuals present at the event. No false, misleading, or defamatory representation will be made intentionally.
- 6.3. C. When subcontracted or working alongside other vendors, captured media may include shared environments or setups. This does not imply ownership of other vendors' work unless stated.