**CONTRACT & BOOKING PROCEDURES**

To secure your booking, a non-refundable deposit of £300 is required. If booking is not made within 30 days of quotation letter **prices are subject to change**. Upon acceptance and a written confirmation on booking form we will reply, confirming details of your booking, and deposit paid. Note: We will be asking for 50% of the expected bill 4 months prior to your event, and full payment of the bill is due 2 weeks prior to the day of your event.

Three months before the Event date, firm prices will be confirmed to you.

The booking is accepted subject to the following conditions:

All bookings must be confirmed in writing. The signatory on the booking form will be considered the hirer. Where a booking is made on behalf of an organisation that organisation will also be considered the hirer and will be jointly and severally liable in respect of the booking with the person by whom the booking is made.

The hirer will be responsible for payment of all charges arising out of the booking including any cancellation fees.

The company reserves the right to cancel the booking upon immediate notice if the function is prevented by reason of circumstances beyond the control of the company i.e. fire. The company will attempt to give, as much notice as possible, but in no event will be liable for any loss or damage arising from such cancellation. Any deposit or other monies paid on account will be reimbursed upon such cancellation.

Any request to alter the details of the booking (other than the final number of persons attending) must be made in writing by the hirer to the company. The final numbers of persons attending (which is the number which will be charged for, which cannot be less than the guaranteed minimum) must be notified to the company at least 8 days prior to the day on which the function is being held.

Any extra cost services e.g. cake cutting, teas coffee services, serving of toast drinks, putting out Favours, gifts, name cards. Serving of Canapés, Starters Mains or Desserts, not provided by the wedding decorators, Set up of hall table and chairs, Breakdown of hall, Cleaning of hall, Washing up services etc… must be pre-arranged.

The Client must ensure the hall is left tidy at the end of the function, all refuse must be disposed by client unless it has been pre -arranged with The wedding decorators .The company will not be responsible for any loss or damage to any property arising out of holding the function, nor for any loss, damage or injury which may be incurred by or be done or happen to any person during the holding of a function - arising from any cause whatsoever - or for any loss due to breakdown of machinery, failure of supply of electricity, leakage of water, fire, government restriction or Act of God which may cause the company’s premises to be temporarily closed or the function interrupted, any deposits paid are non-returnable in the event

of cancellation by the hire.

**Cancellation and Alteration Terms**

**Cancellations must be in writing by Email, Fax, Letter or Personal Contact.
Answer phone messages will not be accepted.

Cancellation Charges**

**All items on a Confirmation of Order have been booked for you. Items and quantities may not be altered within 72 hours of the delivery date.**

**If a confirmed order is cancelled or substantially changed, you will be charged:-**

**In the event that the Client should cancel the booking the following charges will apply**

**Notice % of Original Booking Value Payable**

**Between 27 - 52 Weeks 25%**

**Between 13 - 26 Weeks 50%**

**Between 5 - 12 Weeks 90%**

**Between 1 - 4 Weeks 100%**

**Cancellation Charges**

**This booking becomes binding on receipt of a signed copy of our Booking Form**

**Payments
Payments can be made using the following paypal debit cards (these do not incur a fee) Maestro, Visa, Visa Electron and the following credit cards Visa & Mastercard. All bookings made by credit card will be subject to an additional fee of 3% of the total hire.
We understand and will exercise our statutory right to charge interest under the Late Payment of Commercial Debts (interest) Act 1998 if we are not paid according to agreed credit terms. Interest on overdue amounts is calculated at the BOE base rate plus 4%. We also reserve the right to add a one off small levy (5%) of the total hire cost for late payment.**

**Cancellation by the Company.**

In the unlikely event that the Company cancel the booking the Client will be refunded any payments already made but the Company will not have any other liability. The Company reserves the right to cancel if:

i) Any part of the property is closed or unavailable due to circumstances beyond the Companies control.

ii) There is a force majeure event which prevents the Company from carrying on its business

iii) The Client, or the Company, become insolvent or, in the case of an individual, becomes subject to a bankruptcy petition.

iv) In the view of the Company it is deemed that the booking, or any persons associated with the booking might damage the reputation of the property or the Company.

v) Any deposits or agreed advance payments have not been received by the Company from the Client by the due date.

Hire Equipment

A refundable deposit of £100 will be added to your invoice in case of any damages to hire equipment. Your refundable deposit will be returned within 10 working days from the event once all items are back in stock and checked. The deposit less the replacement cost of breakages, losses or damage is returned by post or by debit after the equipment has been checked by authorised staff at The Wedding Decorators. Where the deposit is not sufficient to cover the replacement cost the hirer is liable for the balance. Excluding your refundable deposit, the amount of deposit required to secure your order is
All Hire Equipment remains the property of The Wedding Decorators.
All prices are exclusive of delivery and set up unless you a package has been booked and this has been agreed with The Wedding Decorators & Events, in advance.

Losses or breakages will be charged at current purchase cost price. Glasses are charged out at £1.50 plus vat per glass, Linen £25.00 per table Cloth depending on size and style the price increases

Crockery and glassware returned chipped will be charged as broken.

All Shortages, Damage, Broken or Chipped items or incorrect items sent should be reported to the office within 12 hours of either delivery by The wedding decorators or collection by you or your representative. No consideration for redress will be given to a grievance once the equipment has been used.

No substitute items will be accepted under any circumstances.

The hired equipment is solely intended for use and storage indoors unless specifically designed and manufactured for use outdoors. If the equipment is used or stored outdoors the hirer is fully responsible for damage caused by the weather or any other associated hazard.

**Linen**
The hire charge includes the cost of laundry. Please ensure that linen is completely dry and free from all debris before it is packed away. Damp linen is very susceptible to mildew, which can ruin a cloth within a few hours. Damage by mildew, severe staining, cigarettes, candle burns or hot cooking utensils will be charged to the hirer at full replacement cost. You will be notified of any damage to the hired linen normally within 10 days from the date it was collected/returned to the Wedding Decorators

Signed by Client: ………………………………………………………………………………………

Date: …………………………………………………………………………………………………….

Signed on behalf of The Wedding Decorators: ………………………………………………………..

Date: ………………………………………………………………………………………………………