

TERMS & CONDITIONS

SOULFUL SAGA EVENT & ORGANISERS



Decor & Customization

- Welcome Boards: Customized welcome boards will be provided only for wedding functions. Common boards (without couple names) will be used for Haldi and Sangeet.
- Wedding Invitation Video: Available at an additional cost of ₹500. Only one round of editing is allowed, and the master file will not be shared.
- Stage Decor: Grey carpeting and white background curtains are standard inclusions.
- Finalization: All decor elements must be finalized at least 14 days before the event.
- Payment for Decor: Full payment for decor must be made 48 hours prior to the event. Delays in payment may affect vendor finalization and the delivery of committed setups.
- Special Effects: Items like helium balloons, sparkle machines, cold pyros, confetti blasts, flower showers, and glass walks will be arranged on request and must be discussed 14 days prior to the event.

Compliance & Licensing

- Clients are responsible for obtaining all required licenses (PPL, IPRS, NOVEX, RMPL, etc.) in advance.
- Sound system usage will strictly adhere to local authority guidelines and must stop by 10:00 PM.

Event Logistics

- Accessories & Brochure: Items such as candles, carpets, lights, chandeliers, sofas, and cushions in brochures are for reference only and subject to availability. Variations may occur.
- Day-of-Event Requests: Additions or modifications to decor on the event day will not be entertained unless pre-approved. Availability will be at the sole discretion of Soulful Saga.
- Ambiance Modifications: Soulful Saga reserves the right to make decor adjustments to align with the venue's ambiance and overall aesthetic. Post-event explanations will be provided.
- Setup Monitoring: It is the client's responsibility to visit the venue during setup. Refunds are not entertained.
- Mechanical Failures: Equipment such as lights and sound systems are subject to malfunctions. Soulful Saga will not be held liable for technical failures.
- Seating Arrangements: Placement of chairs and tables is managed by the banquet staff. Clients must coordinate directly with the venue for specific arrangements.

Photography & Videography

- Deliverables: Editing timelines will be shared in advance. Expedited requests may incur additional charges.
- Ownership: Soulful Saga retains the rights to use selected photos/videos for promotional purposes.
- Raw Footage: Will not be shared unless explicitly agreed upon in advance.

Payment Terms

- Full Payment Deadline: The entire payment amount must be deposited 48 hours prior to the event date.
- Impact of Non-Payment: Failure to make the full payment within the stipulated time will directly affect the finalization of vendors and may result in delays or modifications to the committed deliverables.
- Modes of Payment: Payments can be made via bank transfer, UPI, or cash, and official receipts will be provided for all transactions.
- Refund Policy: All payments made are non-refundable. Clients are encouraged to verify and approve setup progress during the event preparation stage.

Ethical Practices

- Soulful Saga does not endorse or support the use of alcohol or harmful substances at events. Any such requests will be strictly denied.

Event Coordination

- Soulful Saga's representative will remain at the venue for a maximum of 30 minutes after the event starts.
- Coordination with external vendors is not the responsibility of Soulful Saga.

Force Majeure & Liability

- Soulful Saga is not liable for disruptions caused by natural disasters, government restrictions, or other uncontrollable events.
- The client is responsible for any damage caused to Soulful Saga's equipment during the event.

Commitment & Approvals

- Written Commitments Only: Any commitments or agreements will only be considered valid if provided in written form.
- Oral Discussions: Verbal discussions or promises made by any representative of Soulful Saga will not be considered binding unless formally approved in writing.
- Authorized Approvals: Only written confirmations issued by one of the founder members, Sonali Sahay or Monish Husain, will be recognized as valid and enforceable.

Dispute Resolution

- Any disputes will be resolved under the jurisdiction of Patna only.
- Both parties will make reasonable efforts to resolve disputes amicably before seeking legal intervention.

Sonali Sahay

Monish Husain

EVENT CONSULTANT & WEDDING PLANNER