



85 Main Street, North Andover MA 01845

Event Planning Services

Policies & Procedures

Our event planning services are designed to provide a seamless, professionally managed experience from concept development through event execution. Each event is uniquely curated to reflect the client's vision while ensuring all logistical, operational, and vendor coordination elements are handled with precision and care.

To maintain the highest standards of service and organization, the following policies apply to all event planning engagements.

Scope of Event Planning Services

Event planning services may include, but are not limited to:

- Event concept development and design guidance
- Budget development and budget management
- Venue research and recommendations
- Vendor sourcing and recommendations
- Vendor coordination and communication
- Event timeline development
- Guest list management guidance
- RSVP tracking and management (when included in the selected service package)
- Event logistics planning
- Floor plan and seating arrangement assistance
- Event day coordination and oversight
- Vendor arrival and setup management
- Event flow and timeline management

Services provided will vary depending on the **specific planning package selected by the client.**

Service Tiers

Event planning services may be offered in various service levels, which may include:

Full-Service Event Planning

Comprehensive planning from initial concept through full event execution.

Partial Planning

Support for clients who have already secured some elements of their event but require professional guidance and vendor coordination.

Event Management / Day-of Coordination

Focused coordination for the day of the event to ensure vendors execute according to the agreed-upon timeline and event plan.

Specific service inclusions will be outlined in the client's individual service agreement.

Client Responsibilities

While our team manages the planning and coordination process, clients remain responsible for the following:

- Timely communication and decision-making
- Reviewing and approving vendor proposals and contracts
- Making payments directly to vendors unless otherwise arranged
- Providing accurate guest counts and event details
- Securing any required permits or approvals when necessary

Delays in client approvals or decisions may impact planning timelines and vendor availability.

Vendor Selection & Management

We work with a network of trusted vendors and may recommend professionals based on the needs of the event. However:

- The **client ultimately selects and contracts vendors directly**, unless otherwise specified.
- Vendor pricing, policies, and contracts are **separate from our planning services**.
- We are not responsible for vendor performance, pricing changes, or service issues beyond reasonable coordination and communication.

Our role is to assist with **coordination, communication, and logistical organization.**

Event Budget Management

We assist clients in developing a realistic event budget and may provide guidance on cost allocations for various event components.

However:

- The client maintains full responsibility for final spending decisions.
- Vendors set their own pricing and payment policies.
- We cannot guarantee vendor pricing or availability until contracts are signed.

Communication & Planning Meetings

Successful event planning requires ongoing communication.

Planning services may include:

- Scheduled planning consultations
- Email communication with vendors and client
- Timeline reviews and planning updates

Communication outside of normal business hours may be limited unless required for urgent event-related matters.

Guest Count & Event Details

Accurate guest counts and event details are essential to successful planning.

Clients must provide:

- Updated guest lists
- Final guest counts
- Event schedule details
- Special accommodations or requests

Final guest counts are typically required **in advance** depending on vendor requirements.

Event Timeline & Logistics

Our team will develop a comprehensive **event timeline** outlining:

- Vendor arrival times
- Setup schedule
- Ceremony or program timing
- Food and beverage service
- Event transitions
- Breakdown schedule

All vendors will receive the timeline prior to the event to ensure coordinated execution.

Event Day Coordination

For events that include coordination services, our team will provide onsite oversight to ensure the event runs smoothly.

Responsibilities may include:

- Vendor check-in and setup management
- Timeline management
- Guest flow coordination
- Problem-solving and logistical adjustments
- Ensuring the event proceeds according to the agreed plan

Event planning services **do not include full event production labor**, décor setup beyond coordination, or venue staff responsibilities unless otherwise contracted.

Staffing & Additional Services

Certain events may require additional event staff depending on guest count, venue size, and service style.

Additional services may include:

- Event assistants
- Hospitality attendants

- Setup and breakdown staff
- RSVP management services
- Guest welcome services

Additional staffing or services will be quoted separately if required.

Changes to Event Plans

Event details may evolve throughout the planning process. However, significant changes may impact:

- Vendor availability
- Budget allocations
- Staffing requirements
- Planning timelines

We will work with clients to accommodate reasonable adjustments whenever possible.

Payment Terms

A deposit is required to reserve event planning services and secure the event date.

Payment structure typically includes:

- Initial booking deposit
- Final balance due prior to the event date

Specific payment schedules will be outlined in the service agreement and will supersede this policy and procedure

Cancellation & Rescheduling

Due to the time, labor, and planning resources dedicated to each event, deposits may be **non-refundable**.

If a client cancels or reschedules an event, fees may apply depending on the stage of planning and work already completed.

Detailed cancellation terms will be outlined in the service agreement.

Limitation of Responsibility

While every effort is made to ensure a successful and well-organized event, we are not responsible for circumstances outside of our control, including but not limited to:

- Vendor delays or service failures
- Weather conditions
- Venue restrictions
- Acts of nature or emergencies
- Guest conduct or behavior

Our team will always make reasonable efforts to resolve unexpected issues that arise during the planning process or on the event day.

Professional Standards

Our business is committed to providing exceptional service, professionalism, and organization. We ask that all clients and guests maintain respectful and professional conduct toward our staff and vendor partners.

A positive and cooperative environment ensures the best possible event experience for everyone involved.