

Terms and Conditions of Hire

Please read these terms and conditions carefully as they apply to all sales and services provided by "Weddings with Love". They deal with your rights and obligations to us and ours to you.

Paying a deposit or paying your order in full, constitutes your understanding and acceptance of these Terms and Conditions.

Prices: All prices are in Australian Dollars and exclude GST. Once you have booked, the prices of your hired items are fully guaranteed and will only vary if increases are passed on to us due to circumstances beyond our control. (eg. increased government taxes or levies). Please note that on gazetted Public Holidays, double delivery rates will be charged.

Quotations: All quotations are provided with an expiry period. We reserve the right to adjust the prices in any quotation once the expiry period has been reached. Goods are hired on a "first come, first served" basis and a quotation does not guarantee the availability of any or all items.

Deposits: A deposit (\$50 for Wishing Wells / Treasure Chests and \$100 for Ceremonies) is required to secure your booking. 'Weddings with Love' cannot guarantee a booking without a deposit. Once we have received a deposit, your booking is confirmed.

Payments: (a) A booking more than 10 days before your wedding date requires you to pay a deposit for the items selected which confirms the booking. The balance is payable no later than 10 days before your wedding date. Payment can be made by direct bank deposit, internet banking (EFT), cheque, money order, cash or credit card. (b) A booking less than 10 days before your wedding date, requires you to pay the full price of your order at the time of booking. Payment can only be made by direct bank deposit, internet banking (EFT), cash or credit card. (c) We accept Mastercard and Visa. A 3% surcharge applies to credit card transactions.

Bonds: Where we consider a risk of damage to our goods is likely, a security bond is payable and identification will need to be provided. The amount of the bond will depend on the value of the hire items - minimum bond payable is \$250. The items must be returned in good order and condition (**see 'Damage to hired items' clause**). If a refund of your bond is payable, a business cheque will be issued within three working days from the return date, less costs for any shortages, breakages or damage.

Receipts: It is your responsibility to check the accuracy of information shown on your receipts. Your goods will be supplied as per the information contained on your receipt. Corrections must be notified in writing for the changes to take effect.

Period of Hire: All items are hired for the duration of an average ceremony or reception. For ceremonies, the hire period ends 30 minutes after your celebrant completes the official ceremony. If you require hire items for an extended period, a quotation can be supplied. If you extend the period of your reception, you must notify Weddings with Love on our mobile number at least 2 hours prior to your scheduled finish time. Failure to do so will result in an invoice for any additional costs incurred for staff waiting time.

Late Start or Late End of a Ceremony or Reception: Quotes are based on your stated start and end times, as we pay our staff for that period. If your start or end time is more than 30 minutes beyond the stated times, you will be invoiced for additional staff hours, in blocks of 30 minutes or part thereof.

Damage to hired items: Damage to any items hired, caused by you or your guests, is your responsibility. You agree to be liable for the replacement of any items that have been damaged or go "missing" from the event. "Damage" also extends to carpets or other fabric items being returned substantially wet or stained (requiring professional cleaning), in which case, you will be charged the actual cost to repair or clean the item. If repair or cleaning is not possible, costs will be calculated on the replacement value. In the event that the charges incurred are greater than the security deposit value (where applicable), an invoice will be issued. Note: to avoid damage, carpets cannot be placed on wet ground or in any location where mud, tar, chewing gum etc. will be tracked onto the carpet.

Late Return: When goods are collected from our premises by the hirer, a return date will be stipulated. Goods that are not returned at the agreed date and time will incur a charge, calculated at the standard hire rates.

Cancellations: To cancel a confirmed booking prior to your wedding day, a notice in writing must be received at our office, either by email, letter or fax. To cancel a confirmed booking on your wedding day, you must speak to an employee of "Weddings with Love" by telephone (voice mail and SMS message will not be accepted). The cancellation takes effect from the date we receive your advice. Cancellation charges will be calculated as set out below and a refund cheque (where applicable) will be issued within three working days of the cancellation.

1. Up to 22 days before your wedding date – 100% refund * #
2. Less than 22 days prior to your wedding date – 50% refund of hire item value and 100% of other charges* #
3. Prior to 8am on the day of your wedding – 50% refund of the hire item value and 100% of other charges excluding delivery charges* #
4. After 8am on the day of your wedding – no refund is payable

* All refunds are subject to a \$50 Administration Fee

No refund is payable for Credit Card Surcharges as stated on your receipt

Limit of Liability: In the event of a failure to provide services contracted to the client, due to a fault by Weddings with Love, our Liability is limited to a refund in part or full of the total amount paid by the client.

Occupational Health & Safety: The safety of you and your guests is of paramount concern to us, as is the safety of our employees. In the event that a location or weather conditions make it unsafe to erect hire items (such as Bridal Arches, Aisles of Love, etc.) Weddings with Love reserve the right to refuse to erect or place hired items until the location is made safe or weather conditions improve. In addition, carpets cannot be placed on stairs or any other surface that is substantially wet. If items cannot be erected or placed for any of the reasons outlined in this clause, no refund is payable on the affected item(s).

Photography: Images of our hire items may not be used for commercial purposes without written permission. Images taken by Weddings with Love could appear on our website photo gallery or in our advertising material. Please advise us, in writing, if you not want images of your event to be used.

Effective from 11 February 2008 - revoking & replacing all previous Terms & Conditions