

GB Elegant Events - Terms and Conditions of use

1. Introduction & Interpretation

- 1.1 Once you have made a booking with GB Elegant Events, you are agreeing to comply with our terms and conditions of business hire.
- 1.2 GB Elegant Events: hereinafter referred to as "GB Elegant Events", "we" or "us"

2. Photographs/Images

- 2.1 We may liaise with either you/and your photographer to acquire any photographs which feature our work. These images may be used for our portfolio, website and any marketing materials/collateral.
- 2.2 Photographs taken by us of your arrangements and events remain our property. Our photos are not to be reproduced, copied or edited in any way by you or any third party without acquiring our written permission or without our prior permission in writing to do so.
- 2.3 Photographer's credits will only be displayed when provided as a watermark on the image.
- 2.4 We take no responsibility for the unauthorised use of your photos being used in any way and where permission was not granted.

3. Hired Goods

- 3.1 All hired goods provided by us remain the property of the GB Elegant Events and the customer undertakes not to sell, offer to sell, assign, charge, pledge or underlet, lend or otherwise deal with the products unless agreed with the company.
- 3.2 GB Elegant Events are not responsible for any injury or damage to persons or property arising from the use of any equipment purchased or hired.
- 3.3 Any event décor/ equipment shall in no circumstances be liable for any direct, indirect or consequential loss, damage or extra costs incurred caused by its negligence or other default in the performance of its duties.

4. Deposits

- 4.1 A £100 non-refundable deposit is required to reserve your booking with us of which this amount will be deducted on the final settlement invoice.
- 4.2 Before we can dress any event, we require a £100 refundable security deposit.

5. Payments

- 5.1 If your full invoice is under £100 then the full amount is required at the time of booking.
- 5.2 There is no minimum spend, although if you spend under £100 there may be an additional charge for travel expenses.

- 5.3 Full payment of your event is required four weeks prior to your event. Once the invoice has been paid we cannot issue refunds on any items that are no longer required but we can exchange items subject to stock availability.
- 5.4 The customer acknowledges that the company is entitled to charge for damages: missing stock, which maybe more than the £100 for the replacement of stock. If the items can be returned back complete and undamaged, we will be happy to refund you for those item(s). A member of our team will contact you a week prior to your event to take security deposit this payment.
- 5.5 In the unlikely event that any items are damaged or missing from event location, we will automatically charge replacement costs of the item from the £100 security deposit and send a receipt for this along with the description of the items.
- 5.6 Should we be required to supply an event or collect after 9pm or on a UK bank holiday, this may incur an additional charge to cover staff wages and incentives. Please do check your Venue's Terms and Conditions regarding setup and collection times prior to accepting our Terms and Conditions for your booking.
- 5.7 Travel charges may apply for our services and attendance at events that are located further than five miles from the SW11 area of South London.
- 5.8 If there is no free parking on site then the client must cover the parking charges. Plase check with your venue before booking.

6 Cancellations & Charges

- 6.1 You must notify us in writing of any cancellations and to avoid any unnecessary cancellation charges as soon as possible to info@gbelegantevents.co.uk. Should you need to cancel, the following notice period charges will apply:

If Cancelled	Applied Charges
Less than three working days before hire period/event starts	Full event costs
Less than one week but at least three working days before hire period/event starts	Full event costs
Less than four weeks but at least two weeks before hire period/event starts	Full event costs
Less than two months but at least four weeks before hire period/event starts	Full deposit
Less than three months but at least two months before hire period/event starts	Full deposit

Cancellation will result in the forfeit of the deposit or full amount less than 3 working days prior to the event. If full payment has not been made two weeks prior to the event, we reserve the right charge you in full for loss of work.

7 Venue Access and set-up

7.1 Required equipment and furniture not provided by us must be pre-arranged with the venue, delivered and suitably positioned prior to us arriving, ready for us to dress. If you would like us to manage this aspect, we can arrange this for an additional fee.

8 Conduct of Equipment and Event

- 8.1 We do stress that you/your guests do not attempt to remove any of our items from the display/centrepieces. All display items are counted before we leave and will be recounted when we return to the venue. Anything missing will be taken from the security deposit.
- 8.2 Guests are to be instructed not to enter any rooms being decorated before the agreed time. It is the client's responsibility to ensure there is a representative at the venue to communicate this to guests and usher them to an appropriate location.
- 8.3 In the event of our staff having to manage your guests, it is at the client's risk that either there is a delay in the venue being ready or a deduction being applied to the holding deposit for the additional tasks.
- 8.4 If you are using the same function room for both your ceremony and reception, you will need to arrange with the venue or catering company for the setup of the furniture after the ceremony.
- 8.5 We are unable to wait until the ceremony is finished to dress the tables unless pre-arranged with us which will occur additional charges.
- 8.6 We allow 30 minutes on either side of any given time, to allow for good/bad traffic and any delays we may come across.
- 8.7 If we are going to be earlier or later than 30 minutes either side of your scheduled delivery time, we will be in contact with you or your event coordinator as soon as possible to give you an estimated time of arrival.

9 Event Supplies and Materials

- 9.1 As much as we try to eliminate marks and small stains from all linen, on the rare occasion there are times where there may be slight imperfections. We do bring spare linen with us so will try to rectify any obvious marks.
- 9.2 Being a hire product along with all our other hired items, there may have slight imperfections as none of these items are new so may, from time to time, have a slight wear and tear.

10 Feedback & Complaints

- 10.1 Should you have any feedback, queries or complaints, please contact info@gbelegantevents.co.uk

GB Elegant Events is a registered company and we have public liability insurance.
GB Elegant Events are not currently VAT registered.