LET LIFE SPARKLE
EVENTS & HIRE

TERMS & CONDITIONS

ABN 58069131938
t (02) 9756 3903
e info@letlifesparkleevents.com
w www.letlifesparkleevents.com

1. DESIGN CONSULTATIONS

1.1. The Event design and styling consultation fee is from $250.00 plus GST
1.2. The consultation fee will be invoiced and payable prior to your design and styling consultation
1.3. The payment will be required a minimum of five (5) days prior to your scheduled design and styling consultation date
1.4. The initial design and styling consultation can take up to two (2) hours
1.5. Generally, a max. of two (2) people are permitted to attend
1.6. The attendees to a design and styling consultation are not permitted to record, or take photos or video on any device for any purpose
1.7. In the event that the consultation cannot take place in person for any reason, then a video meeting/conference will be offered or an alternative meeting date can be arranged
1.8. The entire Event design and styling consultation process will take time on average 4 weeks from date of your consultation
1.9. For events that do not proceed to a booking/order being placed, there is no refund, return or credit of the consultation fee paid
1.10. For events that do proceed to a booking/order being placed, the consultation fee paid will show as a credit on your invoice
1.11. Personalised mood board designs are available on request:
   a. The cost for a personalised mood board design is $350.00+GST

2. SITE VISITS/ INSPECTIONS

2.1. Should a site visit be needed, recommended or requested the client will be invoiced $55.00 per hour plus GST plus any other additional fees that may apply including and not limited to:
   a. Travel/Fuel levy
   b. Air fares
   c. Accommodation
   d. Food and beverage allowance

3. QUOTE

1.1. A written quote provided by Let Life Sparkle Events & Hire to the client is valid for seven (7) days from the issue date
1.2. The written quote is an invitation only to the customer to place an order/booking.
1.3. Prices including any discounts or complimentary offers, and/or special offers are subject to change after the seven (7) days.
1.4. Availability of our services/styling or any of our props are subject to change after the seven (7) days.

2. HOLDING YOUR DATE

2.1. All requests to hold dates will be subject to a $1,000.00 plus GST reservation of date payment whilst we are finalising design concepts and/or details with you
2.2. The fee is payable within seven (7) days from the date of issue of the Tax Invoice
2.3. This payment will contribute to the initial 50% deposit required to secure your date and reserve your items
2.4. In the event the reservation/hold date is cancelled for any reason, there is no refund, return or credit for the amount paid to reserve/hold your date

3. BOOKING CONFIRMATION

3.1. Upon receiving written confirmation that you wish to proceed, the event date and order (hire items) will need to be checked for availability at time of request
3.2. Let Life Sparkle Events & Hire will issue the client with the booking process which will include the following attachments:
   a. Booking Form
   b. Bond Authorisation Form
   c. Invoice
3.3. The booking form is valid for seven (7) days from the issue date
3.4. It is the client's responsibility to check and ensure that all details of the Booking Form are correct including and not limited to centrepiece and chair quantities, exact measurements/sizes and table spacing.
3.5. It is the responsibility of the client to check and notify Let Life Sparkle Events & Hire of

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any updates, changes or amendments that need to be made to the booking form.

3.6. The order will be processed and based upon the completed and signed Booking Form.

3.7. By signing the booking form/s, the client agrees to the terms and conditions outlined on www.letlifesparkleevents.com.

4. DEPOSIT

4.1. A 50% deposit (or full upfront payment, please see clause 4.3) within three (3) Days of Booking Form Issue Date will be required in order to secure items and event styling on any particular date.

4.2. This deposit is non-refundable and will be forfeited in the event of a cancellation or force majeure, please refer to clause 10 and 12.

4.3. Full upfront payment will be required for booking amounts that are equal to or are less than $1,000.00 including GST.

5. PAYMENTS AND PAYMENT METHODS

5.1. The balance outstanding must be finalised a minimum of thirty (30) days prior to your event

5.2. Bookings made within thirty (30) days of the event date will need to make full upfront payment at the time of booking

5.3. The following payment methods are accepted:

a. Direct Deposit: bank account details are provided at the bottom of your invoice or please email info@letlifesparkleevents.com to request details

b. All payments made by credit card (accepted credit cards include MasterCard and Visa) from a credit account will incur a 2.5% merchant fee of the total payment amount.

c. Cash: please make an appointment to obtain address details and make payment

5.4. Further payments after the initial 50% deposit and by the minimum thirty (30) days prior to the event date can be made in instalments via a payment plan. Please request a payment plan schedule by email addressed to info@letlifesparkleevents.com and reference your booking number, name and event date.

6. BOND AUTHORISATION

6.1. In place of a bond payment, we are entitled to hold your Credit Card details until the end of the event. In the event of any damages/loss to the hire item, we will notify the customer prior to charging their credit card for the full cost of the hired item.

6.2. The Bond Authorisation Form that accompanies your booking documents must be completed and signed prior to any dispatch of items/styling

6.3. The hirer must provide images of the valid and current credit card and driver licence as referenced on the bond authorisation form

6.4. In the event that the credit card expires prior to the event date, it is the responsibility of the client/hirer to update details by following Clause 6.2 and 6.3 above and sending an email to info@letlifesparkleevents.com with reference to your booking number, name and event date.

6.5. The credit card provided will not be charged without prior notification for any damages, loss, broken or missing hire item/s

6.6. An invoice of damages will be issued prior to charging the credit card.

6.7. A credit card surcharge applies as outlined in clause 5.3.b

7. HIRE ITEMS

7.1. If due to unforeseen circumstances that a hired product becomes unavailable, for example recently damaged, stolen or broken beyond repair from another event. Let Life Sparkle Events & Hire will endeavour to offer the client a suitable alternative, or in the event that no alternative can be offered a refund to the client for the product no longer available will apply.

7.2. Hired items once assembled, installed and set-up cannot be moved or relocated by the client/hirer.

7.3. Let Life Sparkle Events & Hire is not responsible for the setting up or pack down/collection of and cannot be held accountable or liable for any outsourced hire

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items (items that do not belong to Let Life Sparkle Events & Hire and are not outlined on the original booking) unless an additional service was requested in writing and booked

7.4. Let Life Sparkle Events & Hire is not responsible for any incurred costs to the client due to unforeseen product unavailability or other circumstances including but not limited to situations that are out of our control such as Force Majeure and venue/location access conditions.

7.5. If a booking form is no longer valid (validity is seven (7) days from the issue date) and the client makes a payment towards a booking after the seven (7) day period, Let Life Sparkle Events & Hire will not be liable if the event date or hire items are no longer available.

7.6. Let Life Sparkle Events & Hire is entitled to provide the date, hire items, design and styling, and other services to another client after the seven (7) day period from issue date of the booking form.

7.7. In the event that the date is no longer available, and the client has made payment, the client will be refunded the amount paid within ten (10) working days (on a pay run day).

7.8. Hire items including and not limited to props and styling cannot be changed or refunded once delivered unless it is faulty.

8. URGENT BOOKING REQUESTS

8.1. Any bookings made under 48 hours to the event day will incur a $75.00 Turnaround Fee.

8.2. Any bookings made under 24 hours to the event day will incur a $150.00 Turnaround fee.

8.3. If any urgent booking requests require graphic design services an additional graphic design fee of $50.00 will apply to Clause 8.1 and 8.2.

a. Urgent design production is subject to availability and will be advised at time of request/booking.

9. CONFIDENTIALITY

9.1. Any correspondence, documentation and information including and not limited to emails, quotes, design concept files, booking forms and invoices are all confidential between client (you) and Let Life Sparkle Events & Hire (staff).

9.2. All confidential correspondence, documentation and information cannot be disclosed to any third party.

9.3. If any information is leaked or disclosed to any third party, it is a breach of contract.

10. FORCE MAJEURE

10.1. If the client has **cancelled** an event due to a natural disaster (fire, earthquake, flood), Government intervention, epidemic or pandemic, the client will be issued a credit note for consequential payments except the initial 50% deposit payment. Let Life Sparkle Events & Hire will not be liable for any loss or damage suffered by the client as a result of any delays caused by such force majeure events.

10.2. If the client has **postponed** an event due to a natural disaster (fire, earthquake, flood), Government intervention, epidemic or pandemic, Let Life Sparkle Events & Hire will work with the client on a new available date and transfer funds paid to the new postponed date.

a. Let Life Sparkle Events & Hire will not be liable for any loss or damage suffered by the client as a result of any delays caused by such force majeure events.

b. The booking will be subject to review for the new date, refer to Clause 11.2 and 11.3

c. In the event the client wishes to hold their booking and has for any reason delayed securing a new date and/or is considering a new event, a credit note will be issued.

d. The Credit Note is not redeemable for cash

e. The Credit Note is to be used within twelve (12) months of issue date

f. The Credit Note is only valid for use for events with a value exceeding $1,000.00

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10.3. Let Life Sparkle Events & Hire is not liable to guarantee a new booking date. If a new date is fully booked, Let Life Sparkle Events & Hire will liaise with the client to reach a solution.

11. CHANGE OF DATE / TRANSFER OF DATE

11.1. A change of date, transfer of date or postponement is considered a new booking

11.2. All requests for date changes will be subject to a booking review

11.3. Let Life Sparkle Events & Hire reserves the right to adjust pricing to reflect current market conditions and labour rates

11.4. Change of dates that are affected by Force Majeure, please also refer to Clause 10

12. CANCELLATION

12.1. Cancellation requests must be made in writing to info@letlifesparkleevents.com with reference to your booking number, name and date

12.2. In the event that the client cancels a booking:

a. Let Life Sparkle Events & Hire will retain any deposit paid for the hire items and services; and

b. If payment is not already made then the client will be responsible for any direct losses incurred or any losses that can be proven by Let Life Sparkle Events & Hire in respect of such cancellations

12.3. Any cancellations made within thirty (30) days to your event date, all payments made will be forfeited.

12.4. Under no circumstances can a client cancel a booking or sale of goods or service that are special order once production has commenced. Special order includes and is not limited to permanent sale of goods, any custom made/build items including and not limited to backdrops, installations or signage.

13. REFUNDS

13.1. Any clients following an approved payment schedule/plan will be entitled to a refund of any payments made after the initial deposit and prior to the thirty (30) days before the event date.

13.2. Please allow up to ten (10) business days for any payments to be returned via Bank Transfer.

13.3. Any refunds with incorrect bank details will incur a surcharge provided from the bank in the event that payment is bounced back and the client will be invoiced to cover any and all bank fee charges

14. CHANGES, AMENDMENTS AND VARIATIONS

14.1. Any changes, deductions or reductions to the booking cannot be made within 30 days from the event date

a. A refund or credit will not apply for any changes, deductions or reductions made within 30 days of the event

b. A refund or credit will not apply for any changes, deductions or reductions on the day of the event

14.2. Increases will be accepted within 30 days of the date of the event and are subject to availability:

a. Payment for any increases in numbers/quantities will be required within 24 (hours) of the invoice issue date

b. Please refer to Clause 5.3 for payment methods.

14.3. Prices are subject to change in accordance with customisation of any of our items but not limited to, flower walls, floral table skirting, floral arrangements.

14.4. Let Life Sparkle Events & Hire reserves the right to invoice the client in the event that additional items, for example centrepieces, candles, props, or other items or services are required at the time of setup.

14.5. Any complimentary or discounted items included in the original quote are only inclusive if the client agrees to the original quote from the first issue date.

14.6. We reserve the right to remove any complimentary or discount offers should there be a request by the client to amend, revise or

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alter the first issued quote or booking form and charged at their full and current price

14.7. We reserve the right to amend labour rates and hire prices should there be a request by the client to amend, revise, or alter the original quote or booking form and charged at their full and current rates

14.8. A variation fee at the discretion of Let Life Sparkle Events & Hire will be charged from $30.00 per variation for any variation request including and not limited to variations to the original quote or booking form for design, style or item changes.

14.9. Any requests for changes to the quote or booking, must be made in writing to info@letlifesparkleevents.com with the booking reference number, name, event date and details of the changes being requested

14.10. Changes to the booking form can only be minor changes for example a flower colour change

14.11. All requests for changes must be signed and approved by Let Life Sparkle Events & Hire and the hirer/client

15. DELIVERY, PICK UP AND LABOUR SURCHARGES

15.1. Minimum delivery charges to Sydney Metro for prop hire or Bridal Party flower delivery is $80.00.

15.2. Minimum pack down charges to Sydney Metro for Prop Hire is $80.00

15.3. Let Life Sparkle Events & Hire will arrange for the delivery of the hired items to the address specified on the completed and signed Booking Form

15.4. In the event of a change of delivery address or location this must be agreed to in writing and any change would be subject to a review of travel/delivery charges

15.5. Dates and times arranged for delivery/set-up of hired items are approximate only

a. If there is no one available at the venue/location at the time available for bump-in or time arranged prior to delivery of hired items our staff will make every effort to contact the client and/or emergency contact as provided on the booking form and wait on-site for 15 minutes (after-hours/weekends) or 30 minutes (Monday – Friday 8:00am – 5:00pm) prior to leaving the site/location/venue

b. Redelivery cannot be guaranteed same day and redelivery plus labour fees will apply and discussed at the time.

c. Delivery and labour fees will vary based on a number of factors including and not limited to day and time of the week and location.

15.6. We cannot be held liable for any delay that is caused by circumstances beyond our control including and not limited to the failure of the client/hirer to provide adequate delivery instructions or any other instructions that are relevant to the delivery of hired items, traffic conditions at the time, or earlier deliveries that required more time than could be anticipated

15.7. Additional charges will apply for longer set up periods, after hours/late night, early mornings, and/or further distances, more than one item being hired, for any jobs that may require onsite assembly/installation and for sites that are difficult to access

15.8. For bookings outside of Sydney metro including and not limited to Lithgow, Newcastle, Hunter Valley, Mudgee, Southern Highlands, Illawarra, Wollongong, North and South Coast, regional or remote NSW, and interstate jobs, an out of Sydney Metro Fee will apply. The fee will vary as it is calculated based on the door to door travel (kilometres) to complete the job each way

15.9. A preparation fee will be charged up to 8% of the overall hire order for any event or prop hire booking.

15.10. Any restrictions by your venue in terms of set up or pack down which will restrict our

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time or accessibility for styling, set up, pack down will increase the labour fee and may be subject to being added to the final payment 30 days prior to the event.

15.11. If access to any venue/address collection of hire items is difficult, and has not been disclosed by the hirer/client at time of enquiry a 10% surcharge (of the overall order) will be deducted from the bond and credit card will be charged.

15.12. Delivery, Styling and Setup for any event prior to 8:00am will incur an additional fee. The charges vary based on distance, additional team members needed and longer setup periods.

15.13. Late night pack down (8:00pm-8:00am) will incur a minimum $200.00 fee per hour there-after.

15.14. Venues that only allow less than three (3) hour bump in will incur an additional $200.00 surcharge.

15.15. Scissor lifts & any other additional tools or equipment required for any installation or execution of works is not included in our hire prices or labour charges and will be an additional cost if required.

a. Once an event is booked in with the initial 50% deposit and completed booking form, we will liaise with the venue if additional equipment (e.g. Scissor Lift) is required to fulfil any styling (e.g. ceiling installations).

15.16. Staff members are allocated accordingly to each event to ensure smooth running of each event day.

15.17. For bookings outside of Sydney metro including and not limited to Lithgow, Newcastle, Hunter Valley, Mudgee, Southern Highlands, Illawarra, Wollongong, North and South Coast, regional or remote NSW, and interstate jobs, that require the accommodation of our staff additional fees will apply including and not limited to:

a. The price per room per night to accommodate our staff at the nearest hotel/motel at a minimum four (4) star rating will be charged. For the wellbeing of our staff it is essential that they are comfortable and are able to receive a good level of uninterrupted rest to perform at their best.

b. A meal and beverage allowance per staff member for each meal time during the travel period for Breakfast, Lunch and Dinner will also be charged at $25.00 plus GST per staff member per meal

16. LIABILITY FOR VENUE RESTRICTIONS AND WEDDING PLANNERS

16.1. Let Life Sparkle Events & Hire may be required to comply with WHS requirements or other supplier information disclosure documentation as requested by the client's venue or planner. We reserve the right to invoice our client for the administration time that meeting your venue's or planners obligations may take at a rate of $55.00 per hour plus GST

16.2. Let Life Sparkle Events & Hire is not liable for any restrictions of our services made by your venue/location on the day of your event, including and not limited to assembly of draping, floral ceiling installation and operations, backdrops, tables, and access

16.3. Let Life Sparkle Events & Hire is not liable and cannot be held accountable in any way for any delays at the venue/location created from a previous event not finishing on time or not being vacated/ready for our team to fulfil our service

16.4. Let Life Sparkle Events & Hire is not liable for any miscommunication/information that has not been reiterated or disclosed between Let Life Sparkle Events & Hire the Wedding & Event Planner to the client in question.

17. ACCURACY OF INFORMATION, DETAILS AND DESCRIPTIONS

17.1. All correspondence, quotes, and booking documentation are prepared, itemised and described to the best of our abilities and using the information available to us at the

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time. Care is taken to ensure that this information is correct, but we cannot eliminate the possibility of:

a. Human error in the entry of information,
b. Incorrect information provided to us by clients, venues, suppliers or distributors,
c. Failure of clients, venues, suppliers or distributors to supply updated and accurate information, details, or measurements.

17.2. We reserve the right to change any information including but not limited to pricing, specifications, descriptions, or product names without notice.

18. LOSS AND DRY HIRE DAMAGES

18.1. The hirer must provide proof of identity and must disclose the damaged or missing location of where the items will be kept whilst on hire.

18.2. Flowers or Foliage are not permitted to be pulled in any way from any of our Flower Walls or floral arrangements. A $20.00 fee will be applied per flower/foliage that is pulled out.

18.3. All items will be inspected prior to hire and will be inspected upon return/pickup.

18.4. Any items not returned, due to being lost, stolen, damaged or broken beyond repair will be charged to the hirer at the full retail price.

18.5. Decorations, equipment or any hired items once installed, assembled, set up are not to be moved by the hirer/client, or any person/s or venue staff other than Let Life Sparkle Events & Hire staff, unless notified and prior written agreement is obtained by management of Let Life Sparkle Events & Hire.

18.6. The client will be responsible for any damages in the event of movement by anyone else other than Let Life Sparkle Events & Hire staff and charged at full replacement cost of the item.

19. FRESH FLOWERS

19.1. Let Life Sparkle Events & Hire does not guarantee specific floral types, as this is subject to market and seasonal availability.

19.2. Fresh flowers are subject to colour variations.

19.3. Australia's inflation index or a natural disaster (fire, earthquake, flood), Government intervention, epidemic or pandemic or other affects to the fresh floral market, Let Life Sparkle Events & Hire's pricing for fresh flowers will increase to reflect such changes and we reserve the right to pass on those charges.

19.4. All flowers and foliage are subject to substitution; as a result, but not limited to; unavailability, quality control, seasonal variation, shipment and freight.

19.5. Let Life Sparkle Events & Hire reserves the right to use its discretion to substitute of similar variety, type, colour and value under such circumstances. The client will be notified of any alteration or substitution.

19.6. If under any circumstance and or due to inflation rates, Let Life Sparkle Events & Hire reserves the right to substitute fresh flowers for artificial flowers to keep within the client's budget or booking payment. The client will be notified beforehand of any changes.

19.7. Pricing for fresh flowers are an indication and whilst we endeavour to maintain pricing for the duration of the booking up to the booking date we reserve the right to charge any additional increases that may be imposed by local or overseas wholesalers, farmers or freight forwarders.

19.8. Peak Periods incur higher rates/prices due to factors that are outside of Let Life Sparkle Events & Hire's control. Higher delivery charges may apply during peak periods. The dates include, but are not limited to:

a. 2 weeks before, 2 weeks after, and including February 14th
b. 2 weeks before, 2 weeks after, and including Mother's Day
c. 2 weeks before, 2 weeks after, and including Christmas
d. 2 weeks before, 2 weeks after, and including New Year's Eve

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20. HIRE ITEMS

20.1. All fragile items including glassware, cake stands, or charger plates are to be cleaned and returned in their original packaging (bubble wrap/box) to avoid any breakages

20.2. All Hire items are subject to minor imperfections and are to be expected, regardless of our constant high standard maintenance and upkeep.

20.3. Charger plates are a decorative feature and not to be used as a meal service plate.

20.4. All charger plates must be cleaned / wiped down after use. If charger plates are not returned clean, a cleaning fee of $2 per plate will be taken from the bond.

a. Automatic Dishwashers are not recommended for washing plates with Gold, Silver or Rose Gold trim or colour.

20.5. All cake stands must be cleaned / wiped down after use. If cake stands are not returned clean, a cleaning fee of $10 per stand will be taken from the bond.

20.6. Photographs may be taken of the setup by Let Life Sparkle Events & Hire or yourselves and used on our social media.

a. We strongly encourage the use of tagging Let Life Sparkle Events & Hire (@letlifesparkleevents) in any shared images or videos uploaded to social media of our decorations and styling.

20.7. Any hire items that are returned late will incur a late fee to the value of an additional day hire for each item.

20.8. All equipment, furniture, décor, props, other items and any other property of Let Life Sparkle Events & Hire remains the property of Let Life Sparkle Events & Hire.

20.9. Items should be hired and used for their intended purpose, Let Life Sparkle Events & Hire will not be held responsible or liable for incorrectly chosen hire items.

a. Prior to booking please disclose the purpose and use of hired items including and not limited to disclosure of the type, size, weight of items that will be placed on plinths, backdrops or any external decal or signage that may be applied or hung on Let Life Sparkle Events & Hire property/items

b. Let Life Sparkle Events & Hire cannot be held accountable or liable in the event the hirer/client engages multiple vendors and services for an event and there are coordination/logistic/timing or other production issues such as incorrectly used items that affect the final outcome.

20.10. Hirers will make good of any costs associated with loss, damage or replacements of items, equipment, furniture, décor, props and any other property of Let Life Sparkle Events & Hire as a result of their hire, use and activities.

20.11. The Hirer shall keep Let Life Sparkle Events & Hire indemnified from and against all damages, costs, charges and expenses incurred, in consequence of such damage; including but not limited to:

a. Any costs incurred by Let Life Sparkle Events & Hire in repairing or making good any damage so caused and;

b. All costs losses damages and expenses of any kind howsoever arising out of the postponement or cancellation of agreed use or any other concurrent or subsequent uses that Let Life Sparkle Events & Hire may have agreed with another hirer

21. LIABILITY FOR DAMAGES AND PERSONAL AND INJURY

21.1. Let Life Sparkle Events & Hire is not liable for any injuries or accidents due to breakages/mishaps whilst props are in your care.

21.2. Let Life Sparkle Events & Hire is not liable for any injuries, damages or mishaps for any purchases that have been custom made to client specifications once in the possession of the purchaser.

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21.3. All hired items remain the property of Let Life Sparkle Events & Hire and the hirer must adhere to all terms and conditions.

22. BAD WEATHER

22.1. In the event of bad weather (e.g., hail, rain, lighting, thunderstorm, wind) Let Life Sparkle Events & Hire will move to the client's alternative location when provided:

a. A minimum of 4hrs notice prior to the ceremony or event time. Let Life Sparkle Events & Hire will do their best to accommodate any reasonable requests but will not be responsible for anything that is out of our control or that does not go to plan.

b. If the client decides to proceed with the ceremony or event in wet weather, Let Life Sparkle Events & Hire has a duty of care and the right to refuse roll out of carpets or assembly of equipment where the risk has been assessed as detrimental to the condition of the equipment or unsafe for guests or unsafe for the staff of Let Life Sparkle Events & Hire.

c. If the wet weather location is difficult to access, a surcharge may be applied. If the client cancels due to wet weather, the client will not be entitled to a refund and all monies paid will be forfeited.

22.2. Should the client decide to move location after set-up has commenced, a minimum relocation fee of $110.00 may be charged.

22.3. Let Life Sparkle Events & Hire is not responsible for any delays in the set up and pack down.

22.4. If a prop/s cannot be used in an alternate location, Let Life Sparkle Events & Hire is not liable to provide a refund for items not used.

23. RUBBISH REMOVAL

23.1. Let Life Sparkle Events & Hire will not be responsible for the removal of rubbish left from the event unless a clean-up service was booked and requested in writing.

24. COPYRIGHT

24.1. All information provided by Let Life Sparkle Events & Hire or photos taken of our styling and services may not be used by the client or their guests or its other service providers for commercial purposes unless prior written consent is given.

24.2. Under no circumstances shall the Event Designer or Stylists works, sketches, designs or other property be recorded, videoed, photographed or copied by any means including camera, mobile phone, video camera, scanner or other device/s. Photos or recordings are not permitted during consultations.

24.3. Under no circumstances shall the Event Designer or Stylists works, sketches, designs or other property be given to a third party, included, but not limited to mood boards and quotes.

24.4. In the event that an image, video recording or other item surfaces online and/or social media, or given to a third party without written permission and given consent by Let Life Sparkle Events & Hire, Let Life Sparkle Events & Hire will in the first instance seek to have the material removed and secondly can exercise their right to take legal action.

25. EXCLUSIONS AND LIMITATIONS

25.1. Let Life Sparkle Events & Hire may make certain recommendations to you or provide you with advice. Any such recommendation or advice is purely a suggestion; the ultimate decision lies with the client.

25.2. Our Senior Wedding & Event Stylist may make slight changes to your styling on your event date to provide a better outcome.

25.3. All bookings/orders made with Let Life Sparkle Events & Hire are non-exclusive.

25.4. Let Life Sparkle Events & Hire reserves the right to outsource work as and when required.

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25.5. Should you require an exclusivity arrangement, please disclose this at time of enquiry

26. DANCE FLOOR LIABILITIES

26.1. Let Life Sparkle Events & Hire is not liable for any injuries or accidents whilst the hirer and guests are using our dance floors.

26.2. Whilst we endeavour to keep our dance floors resistant to scuff marks from dark sole shoes, we are not liable for any marks visible during your event.

26.3. Let Life Sparkle Events & Hire is not liable for any damages to our dance floors made by decals from any external suppliers other than Let Life Sparkle Events & Hire. The hirer is responsible and will forfeit the bond.

26.4. Based on availability and to suit your needs of a dance floor for your event, Let Life Sparkle Events & Hire may outsource a dance floor like our own to accommodate for any particular event.

26.5. If the dance floor decal needs to be removed by Let Life Sparkle Events & Hire, an additional cost of $200.00 applies.

27. DECAL, STATIONERY, INVITATIONS & SIGNAGE

27.1. The process for the design and proof of Decal, Signage, Seating Plans and Welcome Signs can take up to four (4) weeks.

a. The guest list for the seating plan is required a minimum of four (4) weeks prior to the event date.

27.2. Signage, seating plans and welcome signs must be finalised and signed off by the client a minimum of two (2) weeks prior to the event.

27.3. Stationery/Invitation package design process will commence approximately 10 -12 prior to the production process.

27.4. The production, assembly and shipment of any stationery/invitation package can take up to a standard 6 to 8 weeks. This time frame is an estimate and may be subject to current conditions and shipment delays.

27.5. Each stationery package is customised therefore order quantities, stock and supplier availability may affect lead times. Please allow sufficient time for the production of invitations.

27.6. The client is responsible for approving all Artwork proofs and ensuring accuracy including and not limited to; design, spelling, grammar, illustrations and layout.

27.7. Once a final proof is sent and the client approves, Let Life Sparkle Events & Hire is not liable for any mistakes or mishaps with any form of decal, stationery and invitation wording after this point.

27.8. In the event that Let Life Sparkle Events & Hire needs to make any changes prior to the event date due to issues encountered with decal, stationary and invitations (signage), the client will be informed either via email or phone call.

27.9. Any mirrors that are completed and finalised less than 2 weeks before the event, Let Life Sparkle Events & Hire is not liable for any faults or flaws. No changes can be made there-after.

27.10. It is the client's responsibility to provide, finalise and sign-off on Seating Plan names by two (2) weeks prior to the event date.

27.11. Failure to finalise seating plan a minimum of two (2) weeks in advance of the event date will incur:

a. A surcharge of $50.00 plus GST, and
b. Production late/fast turn-around fees which will be discussed/disclosed on a case by case basis.

27.12. We cannot be held liable or accountable for failure of production of signage, welcome signs and seating plans if the client/hirer only finalises design/proof sheets within two (2) weeks of the event date.

27.13. Clients who supply their own Artwork, files and/or images are responsible to ensure that they do not violate Australian copyright laws.

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27.14. Clients who supply their own Artwork, files and/or images are responsible for the end result of printing and ensuring design files are print ready.

27.15. Let Life Sparkle Events & Hire will print the client's supplied artwork as requested however we are not responsible for any artwork mistakes.

27.16. Requests for reprints for any reason including and not limited to errors found after client approval, colour change/variations, date/time change, location change must be made in writing and will be charged at the full cost to the client.

27.17. Calligraphy film/vinyl is not to be removed from any of our mirrors.

27.18. The mirrors are not to be cleaned by the client, hirer or the venue staff, only trained Let Life Sparkle Events & Hire staff members.

27.19. Any delays with the print of any vinyl can result in air bubbles if prepared under two weeks. Let Life Sparkle Events & Hire will not be liable for this result.

27.20. When a mirror is situated under direct light, or exposed to the sun in an outdoor setting expect high reflection and glare.

28. CEILING INSTALLATIONS

28.1. The cost of Ceiling Installations excludes Rigging/Truss and/or venue operator charges and any additional equipment that may be required such as a scissor lift.

28.2. Rigging/Truss and/or venue operator charges and equipment (scissor lift) are to be organised by the client with the venue and thereafter Let Life Sparkle Events & Hire will liaise with the Rigger/Operator about the construction of the Ceiling Installation.

28.3. The costs of Ceiling Installations are subject to variation and pricing varies based on final confirmed venue conditions, rigging points, dimensions, and/or client selection.

29. Public Holidays, Special Occasion/Promotional Dates & Christmas/New Year Break

29.1. Mother's Day, Father's Day, Valentine's Day, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day and all gazetted Public Holidays will incur an additional surcharge of 20% on the order.

29.2. An additional 20% surcharge will be incurred if an event is during Let Life Sparkle Events & Hire Christmas to New Year Break.

30. AMENDMENTS TO THE TERMS AND CONDITIONS

30.1. Let Life Sparkle Events & Hire reserves the right at any time without notice, to modify these terms and conditions to suit the changing business needs and evolving market conditions. As soon as the changes are posted and visible on the Let Life Sparkle Events & Hire website the amended terms and conditions are in effect.

30.2. It is the responsibility of the client/hirer to regularly review the terms and conditions outlined on the Let Life Sparkle Events & Hire website.

30.3. Any proposed variation to these Terms and Conditions by the Customer must be requested in writing. Let Life Sparkle Events & Hire may refuse any such request without providing reasons either verbally or in writing.