

General Terms & Conditions

April 2018



Hire Periods

The standard hire period for wedding ceremony items is 2 hours, unless a longer period has been discussed and agreed upon by the customer and Ceremony Secrets. The hire period is from 30 minutes prior to the Bride's scheduled arrival time and then for 1 hour 30 minutes afterwards at which point Ceremony Secrets will begin the pack down. Pack down may occur sooner if guests have dispersed. If you are planning to be late for your ceremony, please discuss this with Ceremony Secrets prior to your wedding date so arrangements can be made for a late pack-up (additional fees may apply).

The standard hire period for wedding receptions and general events is 24 hours. When quoting for pack-up, it is assumed that this will occur the following day. Midnight pack-ups will incur additional fees. If pack-up needs to occur by a specific time (according to the venue manager) it is the client's responsibility to inform Ceremony Secrets of this time. If the customer is returning items after the event, this needs to occur within 24 hours from set-up. A suitable time should be agreed upon by both parties prior to the event. Additional charges may apply if the items are not returned within the 24 hour hire period.

Booking Fee

To secure a booking for items supplied by Ceremony Secrets, a non-refundable booking fee is required with the balance of the whole booking payable 2 weeks before your booking date unless you have booked an Ultimate Wedding Ceremony Package in which case the balance is due 6 weeks prior to your event date.

Ceremony only bookings: \$100

Ceremony & Reception bookings: \$200

Ultimate Wedding Ceremony Packages: \$500

The booking fee can be made by EFT transfer. Booking Fees are non-refundable. A receipt will be issued if requested after payment of any monies.

Bank Account for payments

Account Name: Ceremony Secrets
BSB: 126-563
Account Number: 222 719 95.

Payments

The balance of the account is due 2 weeks before the date of hire (or 6 weeks if your booking is for the "Ultimate Wedding Ceremony Package"). If the cost of hire depends on the number of guests attending the event, then this needs be confirmed 4 weeks prior to the date of hire. Ceremony Secrets is not obligated to deliver possession of the hired items until

funds tendered for payment of the items are cleared.

Ceremony Secrets can provide a suggested payment plan to assist with customers paying their account in full prior to the event.

Guest Numbers

If the hire depends on the number of guests attending/number of tables to be set-up i.e. hire of chair covers, centrepieces etc., these numbers need to be confirmed 4 weeks prior to the event date. You will be invoiced for this quantity, regardless if the final numbers are less than what you confirmed. If you need to increase these numbers within 4 weeks of the event then additional fees may apply.

Changes to Hire Items

A hirer wishing to make amendments to their account in terms of items to be hired must do so a minimum of four weeks prior to the date of hire. Changes made after this time may incur additional fees.

Bond

A bond applies to hire of certain items (Table 1). A bond may also apply to the hire of items used in centrepieces. This will be determined on a case by case basis but will not be more than \$40 per centrepiece. The bond will cover the cost of retrieving, replacing or repairing damaged goods. This includes for items which guests take home which belong to Ceremony Secrets. It is the responsibility of the Hirer if guests at their function destroy property belonging to Ceremony Secrets. Bonds are refunded upon return of items which are in the condition they were supplied in. Damage will be assessed by Ceremony Secrets. The replacement costs of hired items can be stipulated prior to the event at the request of the Hirer.

Cleaning Fees

Cleaning fees will apply to chair covers, sashes and linen which have been soiled beyond what is accepted as reasonable use including but not limited to: guests, venue staff, the Hirer's other suppliers standing on chairs, unfastening chair sashes etc. Cleaning fees will also apply to cream carpet aisle runners where flower petals have been used and have stained the carpet. No coloured petals to be used on the cream carpet aisle runners. The use of carpet aisle runners in the rain or on mud is not permissible and will incur cleaning fees or replacement costs, whichever is cheaper.

Delivery, Set-up and Pack-up

Delivery, set-up and pack-up fees are included in all ceremony packages with the set-up period being 2 hours. Items can be delivered (and set up by others) but the quoted delivery fee will apply. Where items are delivered, they can

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April 2018



also be picked-up for the applicable fee. If items are hired on a DIY basis, it is the responsibility of the Hirer to ensure that items are packed-up and stored in a safe location ready for pick-up by Ceremony Secrets or are returned to Ceremony Secrets at the agreed time and place.

Items provided by Client

If the Client is providing items for Ceremony Secrets to set-up and pack-up, these items need to be provided to Ceremony Secrets 1 week prior to the event. Items should be clearly labelled and packed in plastic storage tubs for easy and safe transportation. Where an item has been supplied to Ceremony Secrets for set-up, Ceremony Secrets will also pack this item up and the Client will then need to collect from Ceremony Secrets. Ceremony Secrets will only store these items for a period of 4 weeks after the booking date, after which the item will be disposed or donated charity.

Surcharges

Weddings held on the Western Australian public holidays, special weekends (where a Public Holiday falls on a weekend, both the Saturday and Sunday will incur the surcharge) and significant calendar days (New Year's Eve, Australia Day Eve, Period between Christmas Eve and New Year's Day inclusive) will attract a 50% surcharge on cost of delivery, set up and pack-up.

A 40% surcharge on cost of delivery, set up and pack-up of items applies to all ceremony set-ups located on the beach. A surcharge may apply for setting-up items supplied by the Hirer.

Calendar dates which will incur a 50% surcharge on cost of delivery, set up and pack-up:

New Years Day January 1st

Australia Day January 26th

Labour Day and the Sunday before Labour Day

Good Friday and Easter Saturday & Sunday

Easter Monday

ANZAC Day

WA Day and the Sunday before WA Day

Queen's Birthday and the Sunday before Queen's Birthday

Christmas Day and Christmas Eve

Boxing Day

Entering Premises

The Hirer grants irrevocable permission for Ceremony Secrets to enter upon any premises or property where the equipment is stored to recover the same. Where pick-up by Ceremony Secrets is agreed, equipment shall be stacked in an accessible position for pick-up and easy loading.

Delivery Address

Goods are not to be moved from the address nominated without consent of Ceremony Secrets.

Price Lists

Any price lists published by Ceremony Secrets may be changed without notice. If your booking has been confirmed by payment of a Booking Fee, then your booking is deemed secure under the initial quoted price.

Changes to Set-up

Changes to ceremony set-ups due to weather can be made with at least 4 hours' notice from the scheduled set-up time. If the ceremony is cancelled due to weather then no refunds will be given. If the ceremony location is changed, additional fees may be applicable depending on the new location. Refunds will not be given for beach weddings which are relocated due to weather. Refunds will not be given for hire items if a ceremony is cancelled or altered on the day.

Cancellations & Refunds

Cancellation fees will be based on the following:

- (a) Cancellation up until 3 months from the hire date will result in loss of Booking Fee. The Booking Fee paid at time of booking is not refundable.
- (b) Cancellations made with less than 3 months and more than 1 month to the date of hire will result in loss of Booking Fee and 80% any additional payments made will be refunded.
- (c) Cancellations made with 2 - 4 weeks to the date of hire will result in loss of Booking Fee and 50% of any additional payments made will be refunded.
- (d) Cancellations made with less than 2 weeks to the date of hire will result in loss of Booking Fee and 20% of any additional payments made will be refunded
- (e) No refunds will be offered for cancellations made on the day

Refunds

Refunds will only be made at the discretion of Ceremony Secrets which will be absolute. If weather does not allow the use of some items, the hire cost of these items will not be refunded.

