



PURE ELEGANCE

*Wedding & Event
Venue Styling & Planning*

Terms and Conditions

Venue Styling & LOVE Letters Hire

1.0 Definitions

- 1.1 "The Contract" means the document or documents that set out these conditions and all other details about your agreement with us.
- 1.2 "We", "Us", "Owner" and "Our" mean the Supplier of the goods, i.e. Pure Elegance Weddings & Events Limited, Marrone, 13 Leyland Drive, Chorley, Lancashire, PR7 3BQ; Company registered in England & Wales under number 08821342.
- 1.3 "You", "Your" and "Hirer" mean the Hirer of the goods.
- 1.4 "Goods" means all good(s) hired by us to you.

2.0 General

- 2.1 Paragraph headings are inserted for convenience only and do not define limit or otherwise affect the interpretation thereof.
- 2.2 All goods remain the property of the Owner.
- 2.3 We reserve the right to use any photography of event(s) for promotional purposes unless otherwise advised by the Hirer in advance.

3.0 Conditions applicable

- 3.1 The Contract for the hire of goods is between the Owner and the Hirer, not the venue, unless goods are being hired directly by the venue. It is the Hirer's responsibility to ensure that the venue is clearly instructed so that the Terms and Conditions are met. The Owner will charge the Hirer for any costs due to Terms and Conditions being broken. It is then the responsibility of the Hirer to reclaim any of these costs from the venue, if the venue was at fault.
- 3.2 We reserve the right to change these Terms and Conditions with immediate effect. Only the latest Terms and Conditions will be applicable to the Hirer at all times.
- Changes will be identified by a sequential numerical update of the Terms and Conditions revision number. The latest Terms and Conditions will be available on the website. It is the Hirer's responsibility to be aware of the Terms and Conditions applicable to him / her at the time of hire. A copy of the latest Terms and Conditions can be requested at any time by the Hirer.
- 3.3 These conditions exclude any Terms and Conditions you may have put forward, except where we have agreed to any amendments or other conditions in writing.

4.0 Prices and Security Deposit

- 4.1 Prices quoted are for one day hire only apart from day of delivery and collection. Subsequent day(s) will be charged at a daily rate unless a special agreement has been arranged prior to the event between the Owner and the Hirer.
- 4.2 Prices & availability of goods are subject to change without notice. However, a quote given over the phone or by email is valid for 7 days and is only secured upon receipt of a deposit. Once a deposit is paid, the price quoted will not change.
- 4.3 If your styling is included in your wedding package from your venue then a deposit is not required.
- 4.3 A £100 refundable security deposit will be payable by cheque with the initial invoice in respect of general styling. This should be sent to Pure Elegance Weddings & Events Limited, Marrone, 13 Leyland Drive, Chorley, PR7 3BQ.

The amount to be refunded will be calculated taking into account any charges owed to us by you (see below for details of all deductible charges). Should there be no damages or shortfalls, the security deposit cheque will be ripped up and a photograph of the cheque sent to you as evidence that there is no requirement to bank the cheque. This will be completed no later than 14 days following the end of the goods hire period. Should you require the cheque sent back to you instead, please advise of this together with your address.

Should cheques no longer be of legal tender, a bank transfer of £100 will be required at the time of your final balance payment.

- 4.4 In the event of a dry hire, the refundable security deposit will be paid by cash upon collection and be calculated based upon the value of what is hired.

The amount to be refunded will be calculated taking into account any charges owed to us by you (see below for details of all deductible charges). Should there be no damages or shortfalls, the cash security deposit will be returned to you in full and will be completed immediately upon return of the goods with either yourself or your representative present following the end of the goods hire period.

Failure to return the dry hire goods on the agreed date and time will result in a £25 per day penalty which will be deducted from your security deposit.



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5.0 Bookings and Cancellations

- 5.1 A £50 fee secures your date whilst you decide upon your exact styling requirements. This amount is then deductible from the deposit detailed at 5.2. If your styling is included in your wedding package from your venue, and we are their preferred stylist, then your date is already secured unless you are adding additional items.
- 5.2 A non-refundable deposit of 50% of the full amount including delivery/collection charges is required to complete your venue styling reservation, unless your total order is less than £200 or there is less than one month until the hire date when full payment is required. Booking requests can be made by email, telephone or via the enquiry form on our website. Bookings won't be confirmed and as such the corresponding date(s) not reserved until the booking deposit or full amount has been paid. A £125 non-refundable deposit is required to secure the hire booking of our 4 foot tall illuminated LED LOVE letters.
- 5.3 Should you wish to purchase additional styling than that supplied to you in your wedding package from the venue, then a non-refundable deposit of 50% of the additional styling is required at the time of booking, with the balancing 50% due 1 month prior to the event, unless otherwise agreed between the Owner and the Hirer.
- 5.4 Booking alterations will be accepted up to 8 weeks prior to the event taking place, depending on availability. Change requests by the Hirer will need to be done so in writing, by email or via the enquiry form on our website. If acceptable, we will acknowledge the changes to the original booking along with issuing a revised quotation within 7 days.

Final venue styling quantity requirements must be advised no later than 10 weeks prior to the event taking place and may only be reduced by 10% but may be increased, subject to availability.

- 5.5 The balancing 50% is due 2 months prior to the event, unless otherwise agreed between the Owner and the Hirer. Please note if payment is not received within the Terms and Conditions of payment, we will presume that our services are no longer required and a cancellation charge as detailed in 6.3 including delivery/collection charges will be retained.
- 5.6 We can accept last minute orders depending on availability. Full payment is required at time of booking for orders required within 1 month.
- 5.7 Booking(s) can be cancelled in writing or by email by the Hirer up to 14 days after initial confirmation of booking. Any deposit paid will be refunded in full.
- Cancellations made thereafter will attract a cancellation charge of 50% of the items to be cancelled levied by the Owner, over and above the 50% non-refundable deposit up to 2 months prior to the wedding / event with 75% cancellation charge over and above the non-refundable deposit applying thereafter.
- All cancellations will be acknowledged by email by the Owner within 7 days.
- 5.8 If we must cancel a booking due to reasons beyond our control, we will do so in writing or by email, returning any deposits paid in full and using our best endeavours to locate an alternative available supplier.
- 5.9 No refund will be made as a consequence of any booking alterations made by the Hirer within 1 month of the event. Any monies due to us will either be payable by the hirer directly and/or recovered by us from the security deposit.
- 5.10 If we are supplying your venue with centrepieces and chair sashes/hoods and they change supplier, you agree to advise the venue that you will remain with ourselves. However, should you decide to change venue supplier then the full value of the venues element of the booking form becomes payable by yourselves.

6.0 Payments and Refunds

- 6.1 We offer four methods of payments:
- Cash
 - Bank Transfer
 - PayPal
- 6.2 Any charge levied by the bank or facilitating organisation to process your payment or refund will be added to the final invoice or recovered from the security deposit. Applicable rates are:
- Cash: 2.5% of value
 - **Bank Transfer: Free**
 - PayPal: 1.4% to 3.4% (depending on value) + £0.20
- 6.3 Refunds due following a booking cancellation will be calculated on a tier basis as followed:
- Up to 4 weeks prior to event: 10% of payments received over and above the 50% non-refundable deposit
 - Under 4 weeks prior to event: No refund
- 6.4 Any refund due to the Hirer will be paid within 30 days of the acknowledged cancellation date by us.

If a refund cannot be processed by us because of missing information on your part, a limit of 30 days from your cancellation request will be applicable after which any refund due will be forfeited.



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7.0 Delivery and Collection

- 7.1 Goods are delivered to the venue as per the Contract and remain the responsibility of the Hirer.
- 7.2 It is the Hirer's responsibility to ensure that, once the venue is setup with the items supplied by ourselves, a representative from the venue is then entrusted to ensure that the setup remains as we have left it.
- 7.3 In order to prevent mildew damage, wet goods must not be placed in plastic bags. Goods attacked by mildew will be chargeable at their full replacement cost.
- 7.4 All chair covers must be removed and all sashes untied and placed in bags ready for collection as per the Contract. It is your responsibility to agree with your venue that they will provide this service (most reputable venues do) otherwise there will be an additional fee to pay of 50pence per chair to remove them and this will be payable prior to your wedding or event.
- 7.5 The LOVE letters and flower wall must remain in situ and not be moved by the Venue or guests to minimise their risk of damage.
- 7.6 Should any bulbs blow in the LOVE letters, spare ones will always be found in a box behind the letter 'E'. Simply unscrew the cover, remove the blown bulb, replace with a new bulb and screw the cover back on. We will always notify a member of the venue staff of their locality should you forget and this situation arises.
- 7.7 Should the hirer or the hirer's guests knock any of the letters over whilst on hire, you agree to pay to have the damage rectified by the Hirer's chosen personnel.

8.0 Shortages and Damages

- 8.1 Shortages and/or damages to the hired goods will be charged at their full replacement value, details of which are available on request. No substitute item will be accepted by the Owner.

Damages include but are not limited to:

- Chair covers / Sashes / Linen: dragged on floor, burns, holes, rips and tears, candle wax, grease and deep staining. (Please note that chair covers will not be allowed for use outside unless prior agreement between the Owner and the Hirer has been made. It is the responsibility of the Hirer to ensure that the chair covers are not used outside regardless of any other party's involvement, i.e. venue, venue's event coordinator, etc.)
- Glassware: chipped or broken item, missing part(s), etc.
- Others: chipped or broken item, burns (either partially or fully), bent, deep scratch(es), missing part(s), etc.
- LOVE letters: spillages, marks, dirt, chips, missing bulbs (except blown bulbs) and covers, etc.
- Allowing our goods to be positioned outside.

- 8.2 The Owner will inform the Hirer within 30 days in writing of any damages and costs concerning any of the hired goods. An invoice will be sent outlining amount and type of damage with associated chargeable costs.
- 8.3 The Hirer may request in writing the return (and bear the cost thereof) of any damaged goods within 14 days of the Hirer being informed in writing of any such damage. Otherwise the said items will be disposed of.
- 8.4 It is the Hirer's responsibility to ensure that the 4foot illuminated LOVE letters are not used outside due to safety.

It is also the Hirer's responsibility to ensure that the Letters are not unplugged and moved as not only will you not be insured to do this, but they need to be wired together in a certain way as failure not to do this properly will result in all 52 bulbs being blown and the Hirer billed for the full cost of the LED replacements.

Please be very careful when posing with drinks near the letters and always ensure that a responsible adult accompanies children.

Please do not allow children or adults to stand on the letters.

Should any staining arise, whether by drink or dirt, the Hirer will be liable for the costs of repair work which will be carried out by the manufacturer of the letters.

- 8.5 Should the Hirer or the Hirer's guests knock any of the letters over whilst on hire and the LOVE letters become damaged either internally, externally or both, the Hirer agrees to pay to have the damage repaired with our maintenance contractor.
- 8.6 If, following any damage that requires the LOVE letters to be repaired by our maintenance contractor, the letters are unable to be used for the next wedding booked, the Hirer agrees to pay for the sub-hire of a set of letters similar to ours in order that we may fulfil our contractual obligations.
- 8.7 If goods are missing at the end of the agreed hire period, the Owner retains the right to charge for:
- The cost of replacement of goods to honour any booking(s) where the goods are required.
 - The cost of replacement of goods where hired goods are permanently not returned.
 - An additional hire period, charged at the item(s) daily rate.
 - Additional collection charge(s) (courier, pickup, etc.).



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9.0 Liabilities

9.1 During the period of hire, the Hirer shall be solely responsible for the hired goods. The Hirer shall alone be responsible for the goods from the time the venue accepts the goods until they are back in the possession of the Owner.

9.2 It is the Hirer's responsibility to ensure that the venue does not change or intend to change their chairs prior to the event taking place.

We shall not be liable for incorrect chair cover fitting as a result of any changes made by the venue between the time of booking and the event taking place.

9.3 We will not be liable for our incapacity to hire all or part(s) of the booking item(s) as a consequence of a date and / or venue change made by the Hirer.

It is the Hirer's responsibility to notify us as soon as possible of any date and / or venue change. We will endeavour to facilitate this change based on our availability at the time of your notification to us. Please be aware that extra charge(s) may be applicable.

If, as a consequence of the date and / or venue change, we cannot provide you with the service originally contracted, the booking will be automatically cancelled and our refund conditions will be applicable.

9.4 The Owner shall not be responsible for injury or damage to persons or property howsoever sustained, arising from any goods under hire.

We shall be under no liability in respect of any defect arising from wilful damage, abnormal usage conditions, alteration or repair of the goods without our prior approval.

9.5 We will not be liable for any indirect loss, loss of business, profits, savings you expected to make, wasted money, fees or expenses, wages, due to the unsuitability, breakdown or stoppage of the goods or any part of them.

9.6 We will not be liable for any delays caused by any circumstances beyond our control.

10.0 Rights Reserved

10.1 Any failure by us to enforce any or all of these conditions shall not amount to or be interpreted as a waiver of any of our rights.

11.0 Contacts

11.1 All communications (additional information request, feedback, Terms and Conditions update, etc.) should be directed to us either by mail at Pure Elegance Weddings & Events Limited, Marrone, 13 Leyland Drive, Chorley, Lancashire, PR7 3BQ, by telephone on +44(0)7977 545105, or by email at donna@pureeleganceevents.co.uk.

Please ensure that you have read and understood these Terms and Conditions before accepting them by signing below:

Name (Printed):

Signature:

Date:

Please be aware (see paragraph 3.0) that these Terms and Conditions can be revised with immediate effect at any time. Ensure that you have the latest copy by either checking our website or requesting it directly from us (mail, email, telephone).

Please electronically sign this document within 7 days or;

print, sign and return to Pure Elegance Weddings & Events Limited, Marrone, 13 Leyland Drive, Chorley, Lancashire, PR7 3BQ or;

scan and email it to donna@pureeleganceevents.co.uk.