

TERMS & CONDITIONS



1.SERVICES

A hire service only of Standard Party Package, including the below items –

- 2m diameter frame
- 2m diameter fabric cover
- 80cm high by 50cm diameter stand/ plinth frame
- 80cm high by 50cm diameter stand/ plinth fabric cover
- 2m diameter frame/ fabric cover carry bag
- 80cm high by 50cm diameter stand/ plinth and fabric carry bag

2.PAYMENT OF SERVICES

The full payment amount is required upon the booking of a Next Event POP Up party package. All payments are processed online through Stripe Services. Please refer to section 3 “Security Bond/ Holding deposit” for all details.

3.CANCELLATION/ REFUND POLICY

The customer may cancel a booking at any time by advising Next Event in writing to info@nextevent.com.au , however the customer will be charged 100% of the total booking cost. No refunds under any circumstance will be provided. No cancellation by the customer is valid unless is has been acknowledged in writing Next Event. All bookings are non-transferrable.

4.SECURITY BOND/ HOLDING DEPOSIT

Please note a \$200 bond/holding deposit is required on all bookings. This amount will be taken as a hold on your credit/ debit card upon paying your Next Event package invoice through Stripe Services. Once the Next Event package has been picked up/ returned on the due date, all items will be thoroughly checked over, we will email you to advise if any items/parts need replacing, a cleaning fee is required and or a full replacement cost is needed. If you do not receive an email from Next Event, this means all items have been checked and cleared and your bond/ holding deposit will be returned in 7 days. You authorise Next Event to deduct any amounts owing from this holding deposit and if the amount is greater than \$200 you authorise Next Event to charge the final total amount and you take full responsibility for these charges. Please refer to section 16 “Schedule of Fees” for all details.

5.DAMAGE, LOST, STOLEN OR UNCLEAN EQUIPMENT

The Client shall protect the equipment from any harmful elements during the time of hire. It is the responsibility of the client to see that the equipment is stored safely at all times. This includes the delivery and pickup location of the Next Event package to your premises. Please refer to sections 10 “Accessibility – Delivery”, section 11 “Accessibility – Pickup” and section 16 “Schedule of fees” for all details.

6.MISUSE OF EQUIPMENT

The Hire Company shall not be liable for any loss or damages arising from misuse or abuse of the Equipment by the Customer. The Customer agrees to keep the hire company indemnified in respect thereof.

7. INSURANCE

The Customer shall ensure that all the Equipment is adequately insured under the Customers “All Risks Insurance Policy” which shall be available for the Hire Company’s inspection on request. The Company will not insure any Equipment. Any insurance policies undertaken are the sole responsibility of the Customer. The Customer bears all risk in relation to the Equipment and its use until the Equipment is safely picked up/ returned to the hire Company in good condition. The hire company Public/ Products Liability Certificate of Currency is available from the website www.nextevent.com.au

8. DELIVERY AND PICK UP DAYS

Our delivery days are every Thursday or Friday and our Pick-up days are every Monday or Tuesday. Unless an arrangement has been made directly with Next Event due to a special circumstance or you have made an arrangement to collect/ return directly the Next Event package from the head office located in Oxenford 4210. Please refer to section 16 "Schedule of fees" for all details.

9. DELIVERY AND PICK UP LOCATIONS

The Next Event hire package fee includes FREE collection and return from the Next Event head office located in Oxenford, Gold Coast.

If you require Next Event to deliver and pickup your package, a delivery fee will apply, see below details –

Gold Coast CBD within 20kms \$50+gst

Brisbane CBD within 20kms \$75+gst

If you are located outside the above mentioned kms, extra charges apply

Please refer to sections 8 "Delivery and Pickup Days", section 10 "Accessibility – Delivery" & section 11 "Accessibility – Pickup" for all details.

We service all of Metro Gold Coast and Metro Brisbane. Some suburbs maybe excluded. Next Event reserves all rights to decline a booking due to the location and or suburb.

If your location/ suburb is not within 20kms the Metro Gold Coast or Metro Brisbane area, please contact Next Event direct at info@nextevent.com.au to obtain a delivery and collection quote.

10. ACCESSIBILITY – DELIVERY BY NEXT EVENT

You agree to inform us prior to your Next Event booking date of a safe, secure and weather protected delivery point of your POP Up party package.

The customer agrees to disclose all information to Next Event if there is any difficult access such as stairs and or if lift access is required. Upon confirming your POP Up party package, a booking form will be emailed to you, we require this form to be completed and returned honestly and correctly.

Upon the delivery of your Pop Up party package, if we experience any difficulties that were not noted on your booking form, this will be assessed by our staff on the day, it is policy our Next Event staff member will call the contact phone number provided on the booking form ONCE to sort out the delivery point. If there was no answer on the contact number provided, our staff member will wait 15 mins ONLY for a return call, if a return call is not made within that 15 min time frame, our Next Event staff member will leave the premises with the Pop up party package and it will be the Customer's responsibility to arrange collection directly with Next Event from the head office located in Oxenford 4210 via email on info@nextevent.com.au within 24 hours of the booked delivery date.

If no further contact has been received within the 48 hours of your booked delivery date, your booking will be cancelled, and no refund will not be provided under any circumstances. Please refer to section 16 "Schedule of fees".

11. ACCESSIBILITY – PICK-UP BY NEXT EVENT

You agree to inform us prior to your Next Event booking date of a safe, secure and weather protected pick-up point of your POP Up party package.

The customer agrees to disclose all information to Next Event if there is any difficult access such as stairs and or if lift access is required. Upon confirming your POP up party package, a booking form will be emailed to you, we require this form to be completed and returned honestly and correctly.

Upon the pickup of your Pop up party package and under the circumstance, the POP Up party package is not left out for collection in the designated pick-up point or if we experience any difficulties that were not noted on your booking form, this will be assessed by our staff on the day, it is policy our Next Event staff member will call the contact phone number provided on the booking form ONCE to sort out the pick-up point. If there was no answer on the contact number provided, our staff member will wait 15 mins ONLY for a return call, if a return call is not made within that 15min time frame, our Next Event staff member will leave the premises and it will be the Customer's responsibility to arrange delivery/ return of the Next Event POP Up party package directly to the Next Event head office located in Oxenford 4210 via email on info@nextevent.com.au within 24 hours of the booked pick-up date.

If we have received no contact from the Customer to make an arrangement for the return of the POP Up party package within 24 hours of the booked pick-up, a late payment fee of \$50 will be charged, if we have received no contact within 24-48 hours from the booked pick-up date, another late payment fee of \$50 will be charged from your \$200 bond/ holding deposit through Stripe Services totalling \$100.

If the POP up party package has not been returned or an arrangement has been put in place after 48 hours from the booked pick-up date, you will incur a full replacement cost fee of the Pop Up Package of \$950+gst, this fee and any differences will be deducted from your \$200 bond/ holding deposit through Stripe Services less the 2 day late fee of \$100, the total replacement cost fee of \$850+gst will be charged through Stripe Services and under no circumstances will be refunded.

By the Customer not returning the hired POP Up party package within the specified 48 hours from the booked pick-up date OR not having the Customer return the POP up party package at all, Next Event will result in a high loss of income due to the replacement cost of the POP Up party package and not being able to fulfil future booked hires of that package until replaced.

You authorise Next Event to deduct any amounts owing from this holding deposit and if the amount is greater than \$200 you authorise Next Event to charge the final total amount and you take full responsibility for these charges. All charges will be emailed in writing to the Customer within 48 hours of the scheduled pick-up date. Please refer to section 16 "Schedule of fees".

12. LOCATION OF EVENT

PLEASE NOTE: All POP up party packages are for INDOORS USE only. If the event space is under cover and well protected from weather conditions this may be acceptable. Upon confirming your POP up party package, a booking form will be emailed to you, we require this form to be completed and returned honestly and correctly. Upon receiving this booking form, we will assess each form on a case by case basis.

13. DECORATIONS

If you wish to add extra decorations to the POP up party package such as balloons and or a custom sign, we will provide special clips inside the POP up party package carry bag for you to use and will be clearly labelled with instructions.

Under NO circumstance are you to stick anything directly to the POP up party package frame, fabric cover, plinth/ stand or cover.

Under NO circumstance are you to put any holes on the POP up party package frame, fabric cover, plinth/ stand or cover.

Under NO circumstance are you to put any type of food or drink directly onto the fabric cover provided for the pop up stand/ plinth, you will be provided with a clear acrylic disc to place on top of the pop up stand/ plinth before directly adding any type of food or drinks.

Please refer to sections 5 "Damage, lost, stolen or unclean equipment", section 6 "Misuse of equipment" and section 16 "Schedule of fees" for all details.

14. SETTING UP AND PACKING DOWN OF THE PARTY PACKAGE

Next Event will email through a website link in your confirmation email of your POP up party package, in this website link will be video instructions on how to assemble your POP up party package, otherwise please refer to <https://www.youtube.com/watch?v=PQs5xsSD9bs&feature=youtu.be>

A Next Event staff member can be booked separately to do the Setup only, subject to availability. A setup fee of \$100+gst will be applicable. This fee does not include pack down or a special collection. The client is still responsible for the pack down of the POP up party package and will be scheduled in for pickup on the standard pickup day being a Monday.

15. PHOTOGRAPHY/ PROMOTIONS

We reserve the right to use any photographs of your POP up party package for display or promotion without compensation to you. Please inform us via email at info@nextevent.com.au, if you would prefer not to have your photographs used for display or promotion purposes. Please refer to the privacy policy for all details.

16. SCHEDULE OF FEES

Standard hire of a POP up party Package - \$180+gst
Bond/ Holding Deposit - \$200
Late Payment Fee - \$50+gst daily (max 2 days charged)
Full replacement cost fee - \$950+gst each
2m diameter frame replacement - \$300+gst each
2m diameter fabric cover replacement - \$225+gst each
80cm high by 50cm diameter stand/ plinth frame replacement - \$200+gst each
80cm high by 50cm diameter stand/ plinth fabric cover replacement - \$160+gst each
2m diameter frame/ fabric cover carry bag replacement - \$30+gst each
80cm high by 50cm diameter stand/ plinth and fabric carry bag replacement - \$25+gst each
Cleaning fee - \$50+gst
Special circumstance delivery/ collection fee - \$100+gst
Next Event Staff Member Setup Fee - \$100+gst

17. PARTICULARS

By booking with Next Event via our website, via email, via telephone or in person and paying for the balance invoice provided by Next Event, you accept our all of our Terms and Conditions noted in this document.