

# **TERMS & CONDITIONS**



## **1. NON REFUNDABLE BOOKING FEE/ FINAL BALANCE**

A non-refundable 25% booking fee is required at the time of the booking. Final payment of the remaining 75% of the total booking cost shall be paid 7 days prior to the event date. All payments must be made by the direct deposit into the hire company's bank account by eft or online secure payments and by the due date specified. Please note that should the final payment not be made 7 days prior to the event date the hire company reserves the right to no longer supply any equipment for the event. The non-refundable 25% booking fee will not be returned should this occur.

After the initial non-refundable 25% booking fee has been paid, we do offer payment plans on the remaining final balance. This final balance is to be paid in full 30 days prior to your event date.

**By booking with Next Event via our website, via email, via telephone or in person and paying for the non-refundable 25% booking fee and the final balance invoice provided by Next Event, you accept our all of our Terms and Conditions noted in this document.**

## **2. CANCELLATION POLICY**

The Vendor, Supplier and or Client may cancel an order at any time, please see below the Cancellation policy details. No cancellation by the Vendor, Supplier and or Client is valid unless it has been acknowledged in writing by the hire company.

A booking fee paid of 25% of the total invoice amount are non-refundable or non-transferable.

Bookings cancellations made more than 30 days of the event date will receive a refund less the 25% non-refundable booking fee paid plus an \$80+gst administration fee.

Booking cancellations made less than 30 days of the event date, will receive NO refund on the final balance, as the items and date were reserved for your event and includes any cost of good items already sourced and purchased for your event. We have already invested our valuable time and resources to plan your event. All bookings are non-transferable.

Cancellations of bookings/events due to weather shall still be subject to the cancellation policy above. The hire company is in no way responsible for intemperate weather that may cause the Vendor and or Supplier to cancel their booking.

## **3. SECURITY BOND. FEES AND OTHER CHARGES**

Next Event requires credit card details to be kept on file, this is required for all hires carried out by Next Event and or DIY Pickup hires. If a Bond is required, this will be noted on your initial quotation. We will email you to advise if/ what requires replacement, cleaning and any other fees that maybe incurred during the hire period. You authorise Next Event to charge your credit card of any fees incurred during this hire period. Your credit card details are securely stored and deleted once the contract has been completed. We will obtain these details on the Next Event Booking Form.

## **4. GST**

As we are a GST registered company all prices quoted are subject to GST.

## **5. ADDITIONAL COSTS/ TRAVEL EXPENSES/ LABOUR CHARGES**

Due to higher staff costs Public Holidays, Sundays or midnight pack down's incur additional charges. This is for standard setups, if your booking is larger this may be at a higher rate. Next Event will advise during the quotation process or as amendments are made if your event will incur additional charges. Set up & pack down is required to be in one shift each. If a staff member is required to return at an additional time to reset or move goods, additional charges apply.

## **Hire Duration, Delivery and Collection/ Travel Expenses**

- Hire duration is for a full 24 hour day, drop off the day of the event and collection the following day, please advise us if you wish to have collection the same day, if you wish for the hire items to moved during the event to a different location or a late night pack down, as extra charges apply.

- All delivery and collection fees will be stated on the quotation and or invoice.

- Delivery, setup and collection during standard operating hours only - Monday to Saturday 9am to 5pm

-If you require a delivery or collection outside of these days/ times, the below fees will apply -

- Mon-Saturday 5-9pm add \$150+gst
- Mon-Saturday 9pm-Midnight \$200+gst
- Sundays 9am-5pm add \$150+gst
- Sundays 5pm-9pm add \$200+gst
- Sundays 9pm-Midnight add \$250+gst
- Public Holidays add \$250+gst

## **Labour charges**

-Labour - Setup/ Pack down Event Services includes unloading and setup of all items, pack down and reloading of all items

-Based on min of 2 staff members \$40+gst per hour per staff member, extra charges may apply for public holidays, weekends and late-night setup and or pack down services. These charges will be stated on your quotation and or invoice.

-Extra charges may apply for additional staff members and hours, this is all based individually on the event size. These charges will be stated on your quotation and or invoice.

## **4.DAMAGE, LOST, STOLEN OR UNCLEAN EQUIPMENT**

Upon pickup (delivery if required) of the equipment and until the return of the equipment to the hire company's premises the Vendor, Supplier and or Client has full responsibility of all equipment hired. The Vendor, Supplier and or Client will pay full replacement cost of any equipment badly damaged, lost or stolen. The Vendor, Supplier and or Client will pay any repairing costs to damaged equipment. Any damaged equipment will be decided by the hire company if it can be repaired or require replacement. Burns, holes, tears, water damage or other similar damage to equipment shall be replaced at full cost to the client.

Any equipment returned unclean by the Vendor, Supplier and or Client (unless advised otherwise) to the hire company, the Vendor and or Supplier shall pay the hire company the full cost of returning the equipment to a clean condition. A 5% fee is incurred for all goods requiring cleaning for example dessert displays, donut displays and grazing tables. A 5% fee is incurred for all balloon displays which the vendor, supplier or client wishes not to take the balloons and requires us to pop and discard of the balloon display.

The Vendor, Supplier and or Client shall protect the equipment from the elements during the time of hire. In poor weather conditions storage of the equipment may be necessary and is the responsibility of the client to see that the equipment is stored safely. Any equipment damaged from weather is the full responsibility of the Vendor, Supplier and or Client and shall be paid at full replacement cost to the hire company.

The hire company's equipment shall be picked up (delivered if required) to the Vendor, Supplier and or Client in a clean and well-maintained condition. It is the Vendor, Supplier and or Client responsibility to notify the hire company should the equipment not be in a satisfactory condition within 2 hours of receiving the equipment. Otherwise any damage or uncleanliness of equipment shall be deemed Vendor, Supplier and or Client's accountability.

## **5. MISUSE OF EQUIPMENT**

The Hire Company shall not be liable for any loss or damages arising out of the overloading, exceeding rated capacity, misuse, or abuse of the Equipment by the Vendor, Supplier and or Client and the Vendor, Supplier and or Client agrees to keep the hire company indemnified in respect thereof.

## **6. INSURANCE**

The Vendor, Supplier and or Client shall ensure that all the Equipment is adequately insured under the Vendor, Supplier and or Client's 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 Vendor, Supplier and or Client. The Vendor, Supplier and or Client bears all risk in relation to the Equipment and its use until the Equipment is safely returned to the hire Company in good condition. The hire company Public/ Products Liability Certificate of Currency is available from the website.

## **7. ACCESSIBILITY**

You agree to inform us prior to your event if there is any difficult access to the setup area for example stairs, lift access, parking and loading dock details. A booking form will be sent to you prior to your event and we require that this form is completed and returned honestly and correctly. On the event date, if we find that the details on your booking form are deemed untrue and we experience any difficulties that were not noted that you will be charged an additional fee of \$150+gst for any difficult access as assessed by our staff on the day.

## **8. PHOTOGRAPHY/ PROMOTIONS**

We will photograph all of our events and we reserve the right to use any photographs for display or promotion without compensation to you. Please inform us via email if you would prefer not to have photographs taken. Please refer to the privacy policy for all details.

## **9. OUTSIDE EVENTS/ WEATHER CONDITIONS**

**PLEASE NOTE: All our items are not weatherproof including but not limited to Arbours, Cherry Blossom Trees, Flower Walls, Backdrops, Shimmer Walls, Champagne Walls, Acrylic displays, Donut Boards and Neon Signs. Next Event the hire company is in no way responsible for the outside intemperate weather conditions. We will NOT setup any of the hire items outdoors if it is sprinkling, raining and or windy conditions. Not only do we want to protect our hire items, this is also due to the safety of our staff for the setup and pack down of the hire items and the safety of our clients and guests during bad weather conditions.**

**Next Event and staff reserve the right to make this decision upon arrival of your event, in the instance it is sprinkling, raining and or windy conditions we will work with the client, venue or the person representing the client to find an indoor alternative. If there is no indoor alternative, Next Event and staff reserve the right to cancel the booking with NO REFUND on the final balance, as the items and date were reserved for your event and includes any cost of good items already sourced and purchased for your event. We have already invested our valuable time and resources to plan your event. All bookings are non-transferable.**

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