



Outdoor Wedding Ceremony Hire Terms & Conditions

BOOKING CONFIRMATION & PAYMENTS - All prices are quoted in Australian dollars and are GST applicable. Payments can be made by direct bank deposit, electronic funds transfer (internet banking) and credit card (VISA, Mastercard and American Express). Please note credit card payments attract a 3% surcharge from the merchant. Bank details are included on your invoice. We require a 50% deposit within 7 days of invoice date. The 50% balance is then due and payable 14 days prior to your ceremony. For bookings made within 14 days of your ceremony full payment must be made at the time of booking. Availability of Luxe Events service and hire items is only guaranteed once we receive your payment. If payment has not been received in full by the date of your ceremony hire items will not be delivered. Please also note bookings for public holidays attract a \$190 surcharge.

SITE INSPECTIONS - Initial meeting at your ceremony location is complimentary. Additional meetings incur a \$90 fee per meeting to cover staff time and costs.

DELIVERY - If the location involves difficult access a \$190 surcharge will apply and this will also be stated clearly on your invoice. This applies to anywhere a trolley cannot be used to reach the location, e.g. stairs or sand, or if the distance is greater than 100m from vehicle access.

HIRE PERIOD - All items are hired from the set-up time to the removal time as stated on your invoice. The hire period is 2.5 hours in total. Set-up will begin 1 hour prior to your ceremony start time. Pack-up will begin 1.5 hours after your ceremony start time. If you wish to extend the hire period a fee of \$100 per hour applies. We must be informed of your request to extend prior to the wedding day and the extension fee must be paid in advance. On the day extensions cannot be granted as your items may be re-booked for use later that day.

CANCELLATIONS - In the event of a booking cancellation we must receive notification in writing. If cancellation occurs 14 days or more prior to your ceremony you will receive a 50% refund of the total cost. If the cancellation occurs within 14 days of your ceremony no monies will be refunded as items have been held for you and may not be re-booked.

CHANGES - Additional items for your ceremony can be requested right up until the wedding day however they must be paid for in full. Reduction to items cannot be made within 14 days of the wedding as these items have been held for you and may not be re-booked. Changes to a location or time of the ceremony may incur additional fees if it involves extra staff or longer hours.

WET WEATHER - Luxe Events must be informed of the wet weather option for your ceremony at least 14 days prior to the wedding day. We will do our best to accommodate reasonable requests to set up your ceremony in an alternative location. However, we do not accept responsibility for any problems that result from transferring your ceremony to your chosen wet weather alternative. If the alternative location involves extra staff, travel time or expenses then extra fees may be incurred. The final call on wet weather must be made by 10am on the day of the wedding. One person (preferably bride or groom) must be nominated to make this decision. If for some reason we are unable to reach this contact on the day your ceremony hire will be set-up where originally requested unless strong wind or heavy rain prevents us from doing so. We have the right to refuse to set up ceremony hire items without notification if severe weather conditions is deemed detrimental to those items or dangerous to your guests and the public. In the event that bad weather prevents us from setting up items, or if your wet weather alternative means the items are no longer required, no monies will be refunded as the items have been held for your wedding and cannot be re-booked.

DAMAGES & MISSING ITEMS - All damages and/or equipment going missing during the hire period are your responsibility. You agree to be liable for the replacement or repair of any damaged or missing items provided to you by Luxe Events. Please note that this includes items requiring professional cleaning, e.g. candle wax, dirt or mud etc. In this instance an invoice will be issued to you within 5 working days from the date of your wedding.

LOCATION/VENUE - All permits that may be required are your responsibility. Luxe Events will not be held responsible for failing to obtain permits or not adhering to permit regulations. Luxe Events will not be held responsible for any rubbish left behind after the ceremony unless we were booked in advance for a cleanup service. The fee for a standard cleanup service is \$80. It is your responsibility to ensure we have adequate time for set-up at your location/venue (i.e. the space must not be booked to someone else immediately before your wedding). We take no responsibility for anything that does not go to plan if you do not ensure this.

PHOTOGRAPHY - Photographs of our hire items/equipment/ceremony setting must not be used for commercial purposes without written permission, though of course your photographer can take as many photographs as he/she likes for your wedding album. Luxe Events may also take photographs of your ceremony for use on our website or in advertising material. Please notify us in writing prior to your wedding date if you prefer we do not take photographs.

LIMIT OF LIABILITY - In the unlikely event that Luxe Events is unable to provide the contracted services/ceremony hire due to a fault by Luxe Events our liability is limited to a full refund of the services/ceremony hire items that have not been provided by us. No further compensation will be payable. In no event will Luxe Events and their respective affiliates be liable for any injury, loss, claim, damage, incidental or consequential damages or expense of any kind which arises out of or is in any way connected with the use of our services or the equipment/hire items provided by us. We take no responsibility for non-delivery or performance due to roadblocks or closures, lockouts or other labour disturbances, fire or flood or any other cause beyond the control of Luxe Events. In the unlikely event that any of these situations occur Luxe Events accepts no responsibility for variations or cancellations to the event.

OWNERSHIP & COPYRIGHT - The client acknowledges that all information of any kind provided by Luxe Events (including not only the content but the manner in which the content is presented or appears) is the property of Luxe Events. The client agrees they will not use any material for commercial purposes or redistribute the content to any party for any purpose.

These terms and conditions, disclaimers and limitations on liability shall survive beyond the performance of Luxe Events services and the delivery and use of hire items.