



A Dream Come True Events
Bringing dreams to life

2017/311875/07

Ashbury Road

Plumstead 7801

C: 084 644 6644

www.adreamcometrue.co.za

info@adreamcometrue.co.za

Hello ♥

Congratulations and thank you for choosing A Dream Come True Events to assist in bringing your wedding dreams to life!

Herein is all the nitty gritty you'll need to know about our company's service offerings. It's important to please read through and understand what is stated in this document and the onus is on you to get in touch with us for clarity on anything you feel is unclear.

Our terms and conditions apply to all bookings with our Company.

Here's to a lifetime of memories!

We're looking forward to bringing your dreams to life ♥

Simone Hasselbach

Owner and Creative Director

x



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TERMS AND CONDITIONS:

A Dream Come True Events and the Client is subject to the terms and conditions as set out below. A Dream Come True Events will be referred to as "The Company" from hereon out.

The Company will only provide the services as stipulated in the details of the invoice issued to the Client. The Client is required to sign off on the terms and conditions

1. Deposits/booking fees/payments:

- 1.1. The Company requires a 50% deposit of the package(s) cost as selected by the Client, to be paid in order to secure the service for the Client's requested event date.
- 1.2. The Company will pencil in a booking for a Client but should the required deposit not reflect in The Company's bank account within 5 working days after the provisional booking has been requested, then the booking will be removed and the date will be available for booking again.
- 1.3. The Company will only be liable to refund the securing deposit/booking fee or part thereof under the following circumstances:
 - 1.3.1. The Client cancels their booking prior to the event and has made no further payment to the Company. Here the Company will retain a part of the booking fee paid to cover any time already spent on the planning/designing for the Client's event.
Reasonable maximum limits will apply as follows:
 - 1.3.1.1. Cancellation occurs more than 60 days before the event date: 25% of the booking fee will be retained.
 - 1.3.1.2. Cancellation occurs between 30 and 60 days before the event: 50% of the booking fee will be retained.
 - 1.3.1.3. Cancellation occurs between 14 and 30 days before the event: 75% of the booking fee will be retained.
 - 1.3.1.4. Cancellation occurs less than 14 days before the event: 100% of the booking fee will be retained.
 - 1.3.2. The Client cancels their booking prior to the event and has made a payment that was more than the required 50% deposit or has paid in full. Here again, the Company will retain a part of the booking fee paid to cover any time already spent on the planning/designing for the Client's event. Reasonable maximum limits will apply as follows:
 - 1.3.2.1. Cancellation occurs more than 60 days before the event date: 25% of the required booking fee will be retained.
 - 1.3.2.2. Cancellation occurs between 30 and 60 days before the event: 50% of the required booking fee will be retained.
 - 1.3.2.3. Cancellation occurs between 14 and 30 days before the event: 75% of the required booking fee will be retained.
 - 1.3.2.4. Cancellation occurs less than 14 days before the event: 100% of the required booking fee will be retained.
 - 1.3.2.5. All other paid monies, over and above what was required as a 50% booking fee, will be refunded to the Client.
- 1.4. Cancellation fees as stipulated above is to cover any work that was already completed for the client. This includes, but is not limited to, sourcing of suppliers, liaising with sourced suppliers, any documentation that has been completed for the client, any other administrative costs, staffing costs, travel costs, etc.



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- 1.5. The Company is open to making exceptions should cancellation happen within 2 weeks of paying a deposit but this is on client by client basis and solely at the discretion of the Company.
- 1.6. All refunds will be processed within 14 days of receiving written confirmation of a cancellation by the Client.
- 1.7. The Company will not be held responsible for any payments due to suppliers not sourced by us should the event be cancelled by the Client.
- 1.8. **Suppliers already booked for the Client's event, by The Company, also have their own terms and conditions with specific rules around cancellations and may apply a cancellation fee on their side as well.**
- 1.9. Should the Client request to postpone their event, the Company will endeavour to make additional arrangements for another coordinator, of the same calibre, to manage the Client's event on the day should the Company already be booked for another event.
- 1.10. In the event of a postponement by the Client, the Client could also be liable to pay any additional price increases which may have been implemented as a result of the postponement falling over the annual season package increase period (in March annually) unless otherwise agreed upon.
- 1.11. Should the Client postpone, there could be a possibility that suppliers already secured may not have availability for the new event date. The Company will have to source new suppliers and the Client will be billed accordingly. In this case, **a cancellation will more than likely happen for the unavailable suppliers and a cancellation fee may apply.**
- 1.12. Should The Company be the party cancelling or postponing the service to the Client for whatever reason, The Company will refund the full deposit paid, for services that were to be rendered by The Company, back to the Client within 3 working days of sending the cancellation/postponement in writing to the Client.
- 1.13. The Company reserves the right not to deliver their services on the grounds that full/outstanding payment(s) has not been made by **14 days prior to the event date** or otherwise specified.
- 1.14. The Company reserves the right to alter their pricing structure at any time relative to the requirements of the Client. The Client will be notified should there be any change, and this will be discussed and agreed upon between both parties upfront.
- 1.15. The Company accepts Cash, EFT, PayPal and other international transfer channel payments. We do not accept cheque payments.
- 1.16. The Company is not VAT registered.
- 1.17. **All package pricing** is based on a guest count of 120 guests. Should the Client have guests over and above this total, an additional amount, as determined by The Company, will be payable for additional guests.

2. Consultations:

- 2.1. Initial consultations are limited to one (1) hour only and are free of charge. Anything after one (1) hour is subject to a R150 charge per additional hour required.
- 2.2. All discussions and ideas presented in the initial consultation by The Company remain the intellectual property of The Company, and cannot be reused in consultations with other event planners.
- 2.3. Should a mock-up be required/delivered during an initial consultation and Clients do not utilise The Company as their planner/stylist after a mock-up or design meeting, a design fee/administration fee will be charged in lieu of hours spent. (R150 per hour together with the cost of the flowers and hired items for the design)
- 2.4. Table mock-ups will be at an extra fee payable by the Client and is to be paid into the bank account of The Company 48 hours before the commencement of the mock-up. This covers flower costs, décor costs, etc. The Company reserves the right to not proceed with the mock-up should the mock-up fee not be paid within the desired time frame.



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- 2.5. Photographs are allowed to be taken during a mock-up session but the design and décor of the table remains the intellectual property of The Company up until the wedding/function date.
 - 2.6. All consultations/designs and work over and above the initial consultation will only commence upon receipt of deposit of the package chosen/quotation and submission of the signed T&C's/contract.
 - 2.7. The Company's working hours are **strictly**:
Mon-Thurs: 09h00 – 17h00. Our office hours are by appointment only and are subject to availability due to functions set-up/breakdown.
 - 2.8. Should Clients require meetings outside of the abovementioned working hours; this must first be confirmed with the Company and according to their availability. Should The Company not be able to fulfill a date within this time frame, then a complimentary afterhours appointment can be arranged. Should the Client without discussion or arrangement not be available during the specified hours or miss an appointment scheduled, a fee of R250 per hour is chargeable to and payable by the Client.
 - 2.9. Consultations can take place face to face, via e-mail, telephonically or via Skype.
 - 2.10. After the initial consultation and the 50% deposit has been paid, the method of communication will be established.
 - 2.11. All communication and decisions are to be relayed and addressed via email correspondence only so as to have a paper trail for both The Company and Client. NO decisions will be considered and secured over whatsapp, sms and/telephonic discussions.
 - 2.12. Due to the nature of the industry and especially when The Company is on site for an event, they do not always answer their mobile telephones. It is therefore requested that all communication be channelled through email correspondence and will be answered as soon as staff are back in the office.
 - 2.13. The package/service chosen determines the number of consultations a Client receives upon the acceptance of The Company's services, and is subject to their deposit paid and specifications of the package built around the style of wedding.
 - 2.14. One consultation is equivalent to 1 hour. In the event that a meeting takes 2 hours, then a second consultation slot is forfeited.
 - 2.15. Upon selecting The Company as your service provider, the package selection will include follow up appointments to the initial complimentary appointment as specified in each package. Any additional appointment's that need to be made over and above that which is specified, will be at the discretion of the planner; and will be at an additional fee to the Client of R250 per hour, if it is a request made even after all agreed upon services have been performed.
3. **Hiring/Rentals:**
- 3.1. All rented equipment hired from various suppliers remains the property of that supplier. The Client is therefore liable for any costs incurred at the event/wedding due to items being damaged, broken, lost or extra costs incurred for a date change/postponement or wedding cancellation.
 - 3.2. All rented/hired equipment will be booked under the name of The Company on behalf of the Client and The Company will bill the Client a breakage deposit to cover any breakages, damages or losses for that specific event.
 - 3.3. This deposit will be proportionate to the total cost of that which is being hired. This deposit will be refundable if no loss or damage was incurred; or if it is a non-refundable deposit (e.g. wash fee), will be credited off the total cost. This will vary depending on the supplier's terms and conditions.
 - 3.4. Should the damages/losses/breakages amount to more than the breakage deposit charged by The Company, The Client will be liable for the additional costs. The Company will request a shortage invoice from the affected supplier(s) and will send this to The Client for immediate payment.
 - 3.5. The Company will not be held responsible for any loss, damage, or broken items hired through our services for that specific event in any way.
 - 3.6. As soon as delivery has been made of the specific décor items, it then becomes the responsibility of the Client, and the Client is therefore liable as depicted above.
 - 3.7. The Company **will not be held financially liable for any price increases of any supplier.** (I.e. venue, flowers, food, décor, photography, videography, cakes, marriage officer, DJ, lighting, tents, etc.) The financial cost will therefore, become the responsibility of the Client. The Company therefore, advises Clients to be aware of price escalations over one, two or three year periods, depending on your event date and will work hard to make every effort to ensure that escalations are factored in.



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- 3.8. Price escalation costing as presented in 3.7 will be discussed with Clients. The Company will bring to their attention any foreseen costs to the best of their knowledge at the time although, cannot be held liable should any respective supplier have withheld any increase knowledge.
- 3.9. We have a set list of trusted suppliers that we use and should the Client wish to **not use** any of these recommended suppliers, The Company will not be held responsible for poor service or equipment of a poor calibre as provided by another supplier as chosen by The Client.

4. Flowers:

- 4.1. The Company allows changes to any floral/décor designs up until 2 weeks (14 days) before the event subject to availability with suppliers.
- 4.2. Flower availability is subject to change according to seasons and weather/unforeseen circumstances. This could influence the arrangements quoted on but The company will endeavour to use seasonal flowers to the same value of the quoted amount should the original flowers be unavailable.
- 4.3. The Company will try their best to source the flowers that the Clients request, but should this not be possible, then The Company's will make alternative recommendations which must be agreed upon together with the Client.
- 4.4. Should a change in floral availability occur at a late hour where discussion for change is not possible, the Client waives their right to make the call for a plan B option(s). The company will make the call and these changes will be subject to an exact value swop and is also made in the best interest of the Client.
- 4.5. All Plan B options for ceremony, pre-drinks, reception set-ups and décor/flowers, etc. due to weather or any other acts of God can be implemented by The Company up until 2 hours before the event/wedding proceedings. All Plan B options will be discussed as far as possible, but should the need arise on the day without prior discussion, the Client waives their right to make the executive decision and the Company will act in the Client's best interest on the day.
- 4.6. **All designs, as presented to the Client, and the execution of the designs, remain the intellectual property of The Company until after the wedding day.**
- 4.7. For all small individual standalone flower orders, E.g. bridal bouquet, bridesmaids bouquets, flower crowns, other bouquets, flower arrangements, etc., we will only fulfill the order on the day it is required for. For all medium – large individual standalone flower orders, we will fulfill the order during the course of the previous day as well as on the day it is required. This is to get the flowers to the Client in the best possible condition without them having to take any precautionary measures to preserve the condition of the flowers prior to the event/occasion it is required for.
- 4.8. When The Company is in a Full Planning capacity, they will not undertake to deliver décor and flower styling simultaneously. This will be outsourced to another supplier. Comparative quotations will be sent to The Client which will be sourced from suppliers who fit the style/theme and budget requirements of the Client.
- 4.9. All fresh flowers that The Company has used for The Client's event is theirs to take after the wedding. If the flowers are in vessels, then they must be removed from the vessels as this is either the property of The Company or a hire supplier.
- 4.10. If The Client does not wish to take any of the flowers used and/or does not notify The Company of their intention to take any/all flowers then, The Company will assess the condition of the flowers the day after the event and if they are suitable, they will be repurposed and donated to an establishment of their choosing (Retirement Homes, Hospitals, Frail Care Homes, etc.) and if the flowers are in a poor condition and cannot be salvaged, The Company will either: dispose the flowers at the nearest dump site or drop-off at a composting establishment (only 1 currently active in Cape Town).

5. Staff and Assistance:

- 5.1. Staff and assistance will be an over and above charge and is subject to the event/wedding/function size. (To be discussed with the Client.)
- 5.2. Staff and assistance offered can be considered as: barmen, waiters, set-up and clean up staff etc.
- 5.3. Staffing for set-up, breakdown and travel will also be at an additional fee and factored into the overall décor/Flower cost breakdown.
- 5.4. The Company will only use reputable staff that they are familiar with and will under no circumstances entertain friends, family members, colleagues, other suppliers and the like to assist upon request by the Client. **This is not negotiable.**



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6. Services not included: (Unless specified and agreed upon by coordinator)

- 6.1. Collection and delivery of invitations.
- 6.2. RSVP tracking for invitations
- 6.3. Personalised serving of food to guests/parents.
- 6.4. MC Speech Writing.
- 6.5. Honeymoon arrangements.

7. Death, loss or injury:

- 7.1. The Company will not be held responsible for any death, theft, loss or injury incurred at any event or venue.
- 7.2. Children at events are the responsibility of their parents and/or caregivers. This should be organised by the Client. Should The Company be asked to advise on a reputable service and the recommended service is utilised; The Company will not be held liable for any death, loss or injury of a child.
- 7.3. The Company will therefore, not be financially or physically responsible for any Client, guest or children of any event or event booked through the Company.
- 7.4. The Company will not be financially or physically responsible for any personal items (including vehicles) at an event or venue, and is at the risk of the Client and/or guests concerned.

8. Confidentiality:

- 8.1. The Company enforces confidentiality of ideas, sketches, pictures and designs of the Client. This will not be discussed with other Clients and is only able to be used as examples after the wedding/event is completed. Clients permit The Company to therefore, use all imagery/video footage taken during the wedding/event of any designs to be used as examples.

9. Stationery:

- 9.1. While we offer customised menu wording, it is still the responsibility of the Client to ensure there are no errors or spelling mistakes on the menus. The same applies to any other stationery items. Only once final confirmation has been received via email from the Client, will the items be sent for printing. We will not be held liable for any mistakes or errors only picked up after the stationery has been printed and any corrections will be for the Client's account.

10. Quotation Sourcing:

- 10.1. The Company offers quotation sourcing as a standalone service and the amount of time required for this will be determined on a Client by Client basis.
- 10.2. The quotation sourcing will only be done during our working hours. (Refer to section 2.7.)
- 10.3. We charge on an hourly basis and 1 hour is the minimum amount of time that we charge for each service that quotations need to be sourced for.
- 10.4. The amount of hours to be used per service will depend on the number of quotations to be sourced/suppliers to be contacted. The Company works on a standard of contacting 3 similar suppliers for price comparisons.
- 10.5. We will spend a maximum of 2 hours on each group of suppliers for different elements of your wedding except the venue and the flower/decor suppliers which requires more detail and will more than likely be in the region of 4-6 hours.
- 10.6. Should the Client require quotations from more than 3 suppliers, The company will be happy to obtain an additional 3 quotations and no more, at a charge of R250 (1 hour).
- 10.7. Should the Client still want further quotations after this (10.6), then the Client will be responsible for sourcing these but must bear in mind that we will only work with suppliers that meet the requirements as set out in point 3.8.
- 10.8. We will source quotations and quotations only unless it is included in a package that has been booked by the Client. Any additional items requested will be charged for accordingly and at our hourly rate of R250. E.g. getting signed contracts, menu options, samples, collections of any kind, etc.
- 10.9. The Client will be quoted for the hours required to complete the quotation sourcing. This, together with our terms and conditions, must be approved and signed before the Company will commence with any work.



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10.10. For any extraordinary circumstances where The Company was not able to source the necessary quotations and more time is required to source quotations over and above the quoted amount of time, the Company will again attempt to source the quotations in an additional maximum amount of 2 hours per item and no more. This could be as a result of technical issues, availability or other circumstances outside of our control.

11. On the day Coordination:

11.1. When The Company is contracted to do on-the-day coordination, whether it be their month-of or on-the-day only packages, they will under no circumstances be responsible for the following, unless contracted to do so:

11.1.1. Manage the client's setup of flowers and/or décor including but not limited to underplates, linen, crockery, cutlery, glassware, candleholders and candles, etc. The Company will however endeavour to setup the client's stationery if there is any.

11.1.2. Brief the waiting staff as this is the responsibility of the supplier bringing the staffing in or the venue whom the staff work for. The Company will only step in if they have brought in specific service providers, as per the client's request(s) that the venue or supplier will not brief as it is not their staff.

11.1.3. Be onsite for the strike of the event. The client is responsible for making sure this happens on the agreed date and at the agreed time with the venue and the affected suppliers. If the client has contracted an event/wedding planner independent from The Company's services, then the responsibility of ensuring the strike happens when it is supposed to falls on them.

11.1.4. Do any deliveries or collections of any kind for the client.

11.1.5. Make any arrangements on the client's behalf.

11.2. The Company will use their own discretion as to when to leave the event, even if it means leaving later than agreed upon, at no additional charge. They will leave the event once they are certain that the remaining formalities (if there are any left) will run smoothly without them being onsite.

11.3. From time to time The Company employs interns who they bring along to events for hands-on, practical experience. These interns will always be at the cost of The Company.

11.4. The Company requires the provision of a meal for each event they coordinate. This is a standard requirement for each supplier that will be onsite for most of/the duration of the event.

11.5. All Plan B options for event, ceremony, pre-drinks, reception set-ups and décor/flowers, etc. due to weather or any other acts of God can be implemented by The Company up until 2 hours before the event/wedding proceedings. All Plan B options will be discussed as far as possible, but should the need arise on the day without prior discussion, the Client waives their right to make the executive decision and the Company will act in the Client's best interest on the day.

11.6. N.B. All other terms and conditions apply unless they are related to the supply of The Company's décor and flower styling services.

12. Transport & Accommodation:

12.1. The Company covers travelling costs for any appointments not at their premises or for travelling to the venue on the wedding day up to a maximum of 50kms from the Plumstead area. Any travelling after this will be subject to a per kilometre cost that is payable by the Client. The fees payable will be calculated and it is the responsibility of the Client to ensure the monies due reflects in The Company's bank account within 48 hours before the wedding day.

12.2. Any wedding occurring outside of the Cape Town region, will be subject to accommodation needing to be provided for the planner and assistant for the evening. After the venue viewing, the distance will be discussed between planner and Client and will be specified accordingly.

12.3. The Company will not be liable to pay or advance any monies for accommodation and transport costs. The Client is to pay this upfront before the event.



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13. Force Majeure and Other:

- 13.1. Should The Company, due to unforeseen circumstances including but not limited to hospitalisation or death, not be able to deliver the planning/styling service selected, the service will then be outsourced and provided to the Client with the exact monetary value and service specifications booked through The Company. I.e. A backup Coordinator will be provided who will take over for The Company and will be of the same calibre as that of the staff at The Company.
- 13.2. The Company will not be held liable for any losses or cancellation/postponement of the event as a result of anything that falls under the banner of Force Majeure that prevents them from getting to the event or once there, preventing them from delivering the service they were booked and paid for. E.g. if the roads have been blocked because of a riot and there is absolutely no way to get to the venue.
- 13.3. If an event has to be cancelled/postponed on the day of the event as a result of Force Majeure, the company will endeavour to accommodate the client's new date or cancellation on a case by case basis. There will be no refunds in the respect of flowers bought but the client can retain the flowers for their own use or disposal. There will also be no refunds for décor hired and other suppliers procured for the event as no other booking can take the place of the items hired/booked in the case of an on the day cancellation. In the case of postponement, and subject to the supplier hired from/booked, the terms and conditions of that supplier, that specifically relate to their policies around Force Majeure, will apply. It is then at their sole discretion whether or not a refund will be paid.
- 13.4. All décor proposals are tailor-made to the needs of the Client, and will be worked around the budget of each Client.
- 13.5. Offering or applying of any discounts will be at the sole discretion of The Company.
- 13.6. Floral designs and flowers are provided in house only, and is designed accordingly to a décor styling process and according to our Clients' specifications.
- 13.7. The Company will only make use of suppliers they are familiar with personally or are familiar with the supplier's track record so as to ensure the Client gets the best level of service delivery and quality. The Company therefore, reserves the right to not use a supplier suggested by the Client if The Company is not comfortable with a supplier's service level or quality.
- 13.8. If a DJ is hired directly by the Client and is not SAMRO or SAMPRA registered, The Company will not be held liable in the event that a SAMRO/SAMPRA representative arrives onsite. This will result in your event being cancelled immediately and you will also be fined. These fines are usually a hefty amount.
- 13.9. The Company will obtain and utilise any images/video footage taken from events/weddings performed, for their website, social media or advertising media. Should Clients have specific confidentiality requirements regarding this, they are to address their request in an email to The Company stating their reasons for wanting to withhold these Images.
- 13.10. The Company will make contact with the Photographer and/or Videographer to obtain the materials from them based on the service(s) provided to the Client. E.g. Full Planning – All Images/Video Footage. Décor and Flowers – Décor and Flowers Images/Video Footage (where possible, else full video) Only, etc. but will only be done so once contact has been made with the Client to obtain their approval.
- 13.11. The Company will not be held responsible for any damages, losses, incurred costs, etc. as a result of load shedding by Eskom. If a generator is required, The Company will source one or make the necessary arrangements with the venue, at the expense of the client and only if they have been contracted to do so.

14. Acceptance of terms and conditions:

- 14.1. The Company reserves the right to not continue service delivery for any Client should they feel that a breach in their terms and conditions has occurred.
- 14.2. Terms and conditions are subject to change and the most up to date copy will be available online. (www.adreamcometrue.co.za). Clients are advised to always make sure they have an updated version of the terms and conditions.



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15. Specifics relating to the Corona Virus Pandemic:

- 15.1. The Company will endeavour to be as accommodating to their clients in this difficult time as possible.
- 15.2. The Company will put safety measures in place when working on site and will limit any physical contact with The Client, their guests and any service providers on the event day. Hugs and handshaking are strictly prohibited. Please do not feel offended should The Company/its staff refuse a handshake when meeting. The Company and its staff will rather wave, do a foot greeting or elbow greeting.
- 15.3. The Company will not allow any of their staff to work onsite for any event if they are exhibiting any signs of illness. In the case of on the day coordination, the Company will source another coordinator of the same calibre as a replacement for any ill coordinators.
- 15.4. The Company will equip all staff with masks and gloves (where they feel it is necessary), hand sanitisers and disinfected working tools for all setup and strike days as well as for coordinators on a case by case basis.
- 15.5. The Company does accommodate cancellations and their standard cancellation policies will apply for each cancellation request received. Any cancellations with suppliers already secured for each event will unfortunately, incur separate cancellation costs that the Client is responsible for.
- 15.6. The Company will accommodate postponements due to the Corona Virus outbreak under the following conditions:
 - 15.6.1. Where a client has booked and paid the deposit to The Company, there will be no price implications if the new event date is not more than a year in advance of the original event date. i.e. For events already booked and paid for that were supposed to occur from 26 March 2020 – 26 March 2021 and subsequently need to be postponed, The Company will honour planning and coordination services pricing originally charged provided that the new event date is before or on 26 March 2022 but as the Company cannot predict how flower pricing will be impacted, they will unfortunately, have to implement an increase on all flowers of at least 15% - 20% in the interim and should this not be enough, the Client will be consulted with and options will be presented to them. Increased flower pricing will only apply to all décor and floral styling events that are postponed to 2021/2022.
 - 15.6.2. The Company's annual price increase occurs in March of every year and if the new event date (postponement date) is after 26 March 2022 then, the Company will apply their new pricing/rates for the year in question and the Client will have to pay the difference in the package pricing (planning and coordination)/service charges (décor and flower styling services) including but not limited to staffing, setup, breakdown, delivery, décor hire, candle hire, flower pricing, etc. The Company will endeavour to make exceptions in cases like these if it is as a result of the outbreak worsening and where Clients are thus forced to move their event date even further out.

Acceptance of Terms and Conditions:

The conditions as stated in this document are legally binding. The only way to exit is by cancellation of your booking with The Company and after all the required/necessary payments have been made in accordance with the rules as stipulated in the associated section(s). Upon acceptance of an estimate from The Company and securing your booking by making a deposit payment, these terms and conditions are in effect.