

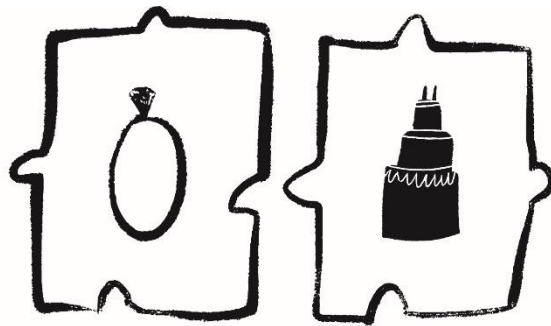
Your Wedding Friend

FOR WEDDING and EVENT PLANNING ONLY

TERMS & CONDITIONS OF ENGAGEMENT

VERSION 2

**Dated
04/01/18**



your wedding friend

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These Terms and Conditions are to be used in conjunction with the Contract and should be read in full before signing.

1. Level of Service Agreed

- a) Your Wedding Friend agree to provide the level of service set out in the Contract, any change of service to be supplied should be reflected in a new Contract, which will succeed any preceding Contract.
- b) It is the Clients responsibility to ensure that the correct level of service is agreed before signing.
- c) Your Wedding Friend may agree to changes to the level of agreement at any stage in the planning process as required by the Client and will make clear any changes that may be liable to an increase in cost. A new contract will be created as above.

2. Change in Circumstances

- a) Should a minor change of client circumstance occur (including but not limited to a change of date/location) no additional admin fees or charges should be incurred, except when additional hours are required. Please note that this excludes any third party (supplier/vendor) charges that may apply.
- b) For major changes such as cancellation, fees will be applied (see cancellation policy below).
- c) Where a supplier goes out of business, a suitable alternate supplier will be sourced for approval by the Client.
- d) Your Wedding Friend is not liable for any costs incurred for any third party (supplier/vendor) services. Compensation should be sort direct from the supplier/vendor or their administrators. All Clients should purchase wedding insurance to cover such eventualities (see Insurance Guidelines below).
- e) Should Your Wedding Friend be unable to see through an agreed contract, a suitable alternate supplier will be recommended and any remaining payments due will be cancelled. For terms of refund see cancellation policy below.
- f) Should a relationship with a recommended supplier/vendor breakdown, alternate supplier/s will be approached and their service offered. Please note that alternate suppliers cannot and will not hold to another suppliers agreed fees/charges. Your Wedding Friend will endeavour to negotiate the best possible terms with the alternate supplier in this regard.

3. Use of Suppliers

- a) All third party (supplier/vendor) service agreements will be made with the Client.
- b) It is the Clients responsibility to review and agree the terms of the service to be provided by that third party.
- c) All third party fees and charges will be met by the Client as per the supplier/vendors terms.

- d) Where favourable rates are negotiated by Your Wedding Friend, these will be passed to the Client.
- e) Your Wedding Friend will only recommend suppliers with a proven track record of satisfied customers, by direct contact or via referral from another recommended supplier. No recommendations will ever be made following a 'Google search' type review of a potential supplier.
- f) Your Wedding Friend is happy to be introduced to new potential recommended suppliers however all new contacts will be reviewed in full, met (in person or virtually) and vetted before being recommended.
- g) Your Wedding Friend has a stringent Risk Assessment Policy in place, which it will use to vet venues and suppliers/vendors, and any risks made clear to the client.
- h) No electrical equipment can be used unless provided by a reputable supplier, or proof of Purchase date or PAT certification is shown before the commencement of the hire, including but not limited to DJ equipment.
- i) See separate section for Use of Venue.
- j) All recommendations made by Your Wedding Friend are on advice. The Client is not obliged to use recommendations and is free to seek alternate suppliers/vendors as necessary. Recommendations are not a proof or guarantee of service.

4. Use of Venues

- a) The Client is obliged to follow all terms and conditions, regulations and procedures set down by a Venue. This can include but is not limited to, right to refuse entry, legal age guidance, licensing hours, SIA staff provision, Zero Tolerance for violence or aggression policies, etc.
- b) Failure to follow the above can lead to a Venue cancelling a booking. The Client should note that failure to comply with the Venues policies resulting in the Venue cancelling a booking is at the Clients sole responsibility. No refunds will be made.
- c) All furniture and equipment should only be used in an appropriate manner, ie one for which it was designed. The Client is responsible and therefore liable for any inappropriate use of such items and any subsequent replacement for items damaged by inappropriate use, including by the Clients guests.
- d) An appropriate TENS licence or sound monitoring service may be required for outdoor events (including marquee hire) to ensure a Venue license conditions are adhered to at all times. Your Wedding Friend are happy to support and advise on TENS or other license requests made by a Venue.
- e) Many Venues will not accept responsibility or liability in respect of any damage or theft or loss of any property, goods or articles, brought into or left in their Facilities, either by the Client for their use or purposes, or supplier/vendor, or deposited with any employee of the Venue. It is recommended that the Client make arrangements for appropriate Wedding Insurance to protect against this. Your Wedding Friend also insists that all recommended third party supplier/vendors hold appropriate insurance.

Access to and use of a Venue is at the Venues discretion. Any terms that are negotiated by Your Wedding Friend shall be made clear to the Client IN ADVANCE.

- f) The hire of a Venue does not entitle the Client to use or enter the owners premises at any time other than the specific hours for which the Venue is hired. Should the Client unexpectedly require additional time to set up or dismantle equipment, this should be negotiated with the owners representative. Your Wedding Friend can help with negotiations as necessary. All costs associated with additional hours outside of those agreed, the Client will be liable for.
- g) The Client shall be responsible for any damages to the Venue and to any equipment in the Venue occurring during the hire period, or while persons are entering or leaving the premises pursuant to the hire, however and by whomever caused.
- h) All contracts, fees and charges relating to the hire of a Venue will be made in the Clients name. Your Wedding Friend will be happy to help negotiate terms and will pass on appropriate discounts/savings to the Client.
- i) The Client shall only use the Venue for the agreed purpose/s and shall not use any other part of the venue premises unless authorised to do so. The Client and all suppliers must abide by a venues terms and conditions, including any restrictions of access to other areas of a venue.

5. Use of Advice

All advice given by Your Wedding Friend is at the Clients discretion. It is up to the Client to determine the validity and usefulness of the advice. Ultimate responsibility for all contracts, fees and details will rest with the Client; failure to cross-check, read suppliers terms & conditions carefully, etc is at the Clients own risk.

6. Hours of Use

The amount of service to be provided by Your Wedding Friend should be negotiated as far in advance as possible and the appropriate fees negotiated. The Helping Hand service allows for flexible use of Your Wedding Friends time, however a minimum and maximum amount of hours should be made clear before work commences on any project. The per hour rate applies to this service.

For all other services a time sheet will be kept to monitor the agreed number of hours of service. Your Wedding Friend will keep the customer apprised of what hours are available or left for a project. Any subsequent hours adding to a service will require creation of a 'top-up' contract and agreement of the number of additional hours service to be provided.

7. Property of the Client

The property of the Client, Suppliers and Your Wedding Friend must be removed from a venue at the end of the hire period, or storage fees may be charged until the same is

removed. Your Wedding Friend accept no responsibility for any property left in the Venue or its premises, including vehicles, etc.

8. Weddings and Civil Ceremonies

- a) All legal ceremonies must be booked through the appropriate registrar service for the area of residence and the location of the ceremony.
- b) A minimum booking notice period of 6 weeks is applied by registrars in most areas. Registrars will usually not accept a booking more than 12 months ahead of a wedding date, though some may except a provisional reservation to this. A legal ceremony will not be deemed confirmed until full payment is met and permission is given to marry.
- c) Civil ceremonies can only take place in a licensed space. Religious wedding ceremonies are not permitted in rooms where this licence is held. Other options within a venue may available for religious services if required.
- d) You should allow half an hour for friends and family to gather before the ceremony and for your meetings with the registrar.
- e) No alcohol is to be consumed before the ceremony or whilst the registrar is on site. Failure to follow these instructions could result in the registrars non-attendance or cancelling the ceremony.
- f) Registrars will usually only wait for around 30 minutes after the agreed ceremony time. If a serious delay occurs the ceremony may not be able to go ahead. In this event all fees will still stand and no refunds will be given. It is therefore important to ensure you and your guests are at the appropriate venue in plenty of time.
- g) Different rules apply for religious ceremonies and celebrant lead ceremonies, please get in touch for details.

9. Deposits

- a. Deposits paid are non-refundable on cancellation of a booking by either side.
- b. Minimum deposit payment of 25% of the overall expected bill or £50 should be paid immediately on retaining of Your Wedding Friends services.
- c. Deposit payment clause does not include the 'Helping Hand' service, which is Pay As You Go and should therefore be paid up front.

10. Cancellation

- a. Your Wedding Friend reserves the right to cancel any booking at any time, should the health and safety, reputation, or financial culpability of Your Wedding Friend (or its staff) be at risk. In this eventuality, notice of cancellation will be given to the Client and any subsequent due payments will be cancelled, however Your Wedding Friend shall not be liable to return any deposits or reasonable fees paid or pay any compensation to any person in respect of the booking.
- b. Cancellation by the Client:

Cancellation with more than 6 weeks notice or more No Charge

Cancellation with 6-3 weeks notice 50% of the fee

Cancellation with 2 weeks notice or less Full Charge

- c. All suppliers should be notified by the Client and payments, deposits, etc may be forfeit as per the suppliers own cancellation terms.
- d. On the rare occasion where deposit fees are paid by Your Wedding Friend to a supplier in good faith, the Client will be required to reimburse Your Wedding Friend for any lost deposits upon cancellation of the booking.
- e. In the event of a Venue being temporarily closed, or the hiring being interrupted for any reason whatsoever by the venue provider or its staff, Your Wedding Friend shall not be responsible for any loss thereby caused to the Client.
- f. Force Majeure – Your Wedding Friend bears no responsibility where an event is cancelled due to circumstances beyond our control (eg fire, flood, storm, accident). Every effort will be made to continue our service as far as possible unless our or you/your guests personal safety is at risk.

11. Variation of Hire Charges, etc

The scale of charges and conditions of hire are subject to variation from time to time. In the event of a revision after the date of application, the Client shall pay the revised charges and observe the revised conditions.

12. Refreshments

The Client is required to use only the venues own internal/preferred caterers or bars for all refreshment requirements, where demanded. The Client may only provide refreshments with prior consent of the venue. Any and all breaches of a venues requirements in this regard is solely at the risk of the Client. Where permission is given for a Client to supply their own catering and a 'corkage' charge will be made, the Client will take full responsibility. Any external catering/bar brought into a venue without prior permission of that venue will be at risk of confiscation by venue management. Your Wedding Friend can offer advice and help with negotiations in terms of the above.

13. Refusal of Applications

Your Wedding Friend reserves the right to refuse applications for the hire of its Services, especially where minimum health and safety requirements cannot be met or where its reputation could be put in jeopardy. Your Wedding Friend will not take responsibility for financial or contract arrangements and will refuse applications where this is required – NB all contracts, financial arrangements with suppliers will be in the name of the client.

14. Emergency Evacuation Plan

It is recommended that the Client familiarise themselves with the emergency evacuation plan, exit route and fire alarm points of the venue being hired. The Client

(or their representative) may be responsible for the safe evacuation of all those using the venue, especially for venues where support staff are not supplied (ie community hall, marquee in a garden, etc). Clients are expected to follow the instructions of venue staff, at all times. Risk assessment guidance provided by Your Wedding Friend may assist this, and further advice can be provided where necessary/requested.

15. Insurance

The Client shall ensure that they have comprehensive and appropriate insurance cover in place for the purposes of the hiring the services of Your Wedding Friend and all subsequent aspects of their wedding/event plan, including provision for replacing services, breakages, loss of items/gifts, etc.

16. Hirer's Declaration to return to Your Wedding Friend

I have read and accepted the terms and conditions in the document:

Your Wedding Friend (Services)

TERMS & CONDITIONS OF HIRE

VERSION 2 (Dated 04.01.18)

BETWEEN (*please complete)	AND Your Wedding Friend
NAMES*	Vikki Richman
SIGNATURE*	SIGNATURE
BOOKING NAME*	DATE
WEDDING DATE*	
TODAYS DATE*	

Please Sign and Return this page to vikki@yourweddingfriend.co.uk