



Bows & Joy Ltd

BESPOKE VENUE DRESSERS

Bows and Joy Ltd Terms and Conditions of Service.

The following terms and conditions are applicable to any goods or services provided by Bows and Joy Ltd (The Company/We/Our), regardless of the value of the goods or services being provided.

- Initial contact with Bows and Joy Ltd can be made by any of the following methods:
 - Telephone – via mobile (07745797609 or 07745797911)
 - Via email to info@bowsandjoy.co.uk
 - Via the contact form on our website www.bowsandjoy.co.uk
 - Via our Facebook Page (Facebook Messenger)
- The Company will provide a no-obligation quote based on the information given in the first initial contact with a Customer. This quote will be provided in writing - either printed, emailed or via Facebook Messenger.
- We will follow up any quote within one month if no further contact is received from the Customer. This follow up will be made via the same contact method that the Customer initially contacted us via.
- Visits to our office are by appointment only with at least 24 hours' notice - as there will be times we are out at venues or fayres, as well as our own family commitments. We must also be mindful that our neighbours also have Customers, and access to our office is via their unit. Therefore, we ask that you arrive on time for your appointment.
- A quote for the total cost of the booking shall be provided and agreed by both the Company and the Customer prior to a booking fee being taken, and a contract of service will be provided on receipt of this payment. No reduction to the overall cost will be made after this point, and any additional costs which may arise will be fully discussed before going ahead, and a new contract of service drawn up.
- A booking fee of £150 is payable to secure your date. If the total price is £150 or less, then full payment is required to secure your event date. This fee is non-refundable.
- All items are hired at the Customer's risk. A £100 refundable damages deposit is required for any large items hired by the Customer, in addition to the total quote given. This deposit will be taken along with the final payment and will then be refunded to the Customer following collection/return of the hired items - provided there is no permanent damage to, or loss of, any items hired. This may take 2-3 business days, to enable us to collect and inspect all hired items.
- If the Company is forced to cancel the Event at any point for personal reasons, we will strive to organise an alternative reputable supplier to provide the services for the Event. If we are unable to do this, a full refund will be given to the Customer of any monies already paid.



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- We reserve the right to refuse goods or services, or immediately terminate the contract to provide goods or services, if they deem a Customer's behaviour or attitude to be offensive, derogatory or unreasonable. No refund of any payments made will be refunded to the Customer in these circumstances.
- Full payment must be made by 4 weeks prior to the Event. Failure to pay the full balance owing by this time will result in us withholding all goods and services for the Event. An Invoice/Delivery Note will be given as a receipt listing costs and amount paid.
- If the event is cancelled once the final payment has been made, we will offer a refund of monies paid minus the non-refundable booking fee and the costs of any items already purchased for the event or items that have been personalised.
- Travel cost is included in all quoted prices, if the venue falls within a 30-mile radius of our offices at OL2 6HR. We will travel further afield for an additional travel cost charge of £1 per mile, within reason. Please note that this is all additional mileage, usually for 2x round trips (so 4 journeys in total). If an overnight stay is required, the cost will be added to the quotation price.
- It is essential that details regarding set up and take down times are agreed by the Customer with their venue, and communicated to us no less than one week prior to the Event taking place.
- Items listed in our package prices can be replaced with other items of a similar value. There will be no reduction or increase to the package prices in this instance, provided the substituted item is of reasonable comparable value.
- If two Events are requested for the same date, the first Customer to request the date will be booked in. However, if no booking deposit has been paid then the date is still open to other Customers.
- There may be occasions when we have two Events on the same date, requiring different items. If this is the case then we will advise you of this at the time of booking, and make the necessary arrangements to make sure both Events receive the same attention.
- The Company will on occasion have special offers, including but not limited to reductions to the package prices or additions to packages at no extra cost. We will not reduce the cost of Events already booked, but will advise all Customers prior to booking if we have any promotions coming up.
- Any photographs or videos taken by us of the items we have made, items hired out, rooms decorated etc, may be shared on our Facebook page and website. We will not share any images of your Event until after it has taken place though. We do usually mention Event details in the posts (e.g. Hollie & Chris, Bella Vista Rochdale – 12/08/2017). If you don't want us to mention any of these details in our post – please make sure to tell us.