

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 bowsandjoy@outlook.com
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 or emailed. 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 using.
- We can accommodate visits to a shared office within our storage unit, if requested with prior notice. We are also happy to visit Customers at their event venue or another location of their choice, which includes us bringing any example items to view.
- A quote for the total cost of the booking shall be provided and agreed by both the Company and the Customer prior to the booking fee being taken. Our terms and conditions will be provided to the customer along with the quote.
- 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 following a statutory 14-day cooling off period, which begins the day after the booking fee has been paid as per Consumer Contracts Regulations.
- If two Events are requested for the same date, the first Customer to pay the booking fee for that date will be booked in. However, until the booking fee has been paid the date is still open to other Customers. We will always contact the first customer who requested the date to make them aware another request has been received.
- Payment can be made via cash, cheque, or bank transfer – details will always be provided on our quote forms and contracts of service.
- A contract of service will be provided on receipt of the booking fee, along with a further copy of our terms and conditions. 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.
- Payment of the booking fee confirms acceptance of the terms and conditions stated in this document. Any issues with any part of this document should be discussed prior to paying the booking fee.
- The 14-day cooling off period does not apply to events where services are being provided within 14 days of the booking fee being paid. In this instance, you still have the right to cancel, but must pay for the value of any service that is provided up to the point you cancel. For example, any items purchased specifically for your event, such as flowers or linens.
- We reserve the right to refuse goods or services, or immediately terminate the contract to provide goods or services, if We 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. The appropriate authorities may also be contacted.

- All hired items remain the property of Bows And Joy Ltd.
- 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. Items requiring this damages deposit are indicated on our individual item price list, available on request.
- 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 will be given as a receipt listing costs and amount paid.
- 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.
- If the event is cancelled by the Customer before final payment has been made, we reserve the right to recoup monies spent on items already purchased or personalised for the event if costs are over the non-refundable booking fee (which will be retained by the Company).
- If the event is cancelled by the Customer 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.
- If the event has to be postponed by the customer for any reason, we may request full or part payment of the final total on the original final payment date if we are able to accommodate the new event date. If we are unable to accommodate the new event date, then a refund of any monies paid over and above the non-refundable booking fee will be returned to the customer.
- Travel cost is included in all quoted prices if the venue falls within a 30-mile radius of our unit at OL11 2PU. 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.
- For events taking place during the daytime on weekdays, we will require the venue to be available for set up the evening before. For example, for an event taking place on a Friday at 1pm, we will require access to the venue on the Thursday evening in order to set up the event. Exceptions may be made, for example during school holidays.
- 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. Alternatively, a contact name and email address for the venue's coordinator can be provided to enable us to liaise directly with the venue.
- 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.
- 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 planned 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 do not want us to mention any of these details in our post – please make sure to tell us.