

Bliss Events by Katie

TERMS & CONDITIONS FOR WEDDINGS

A Wedding Booking refers to a Full Day Styling Package; Ceremony or Reception Only Styling Package; Bliss Backdrop Hire or any other Wedding related hire including partial styling services.



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Bliss Events by Katie

Terms & Conditions for Wedding Bookings

Definitions:

'Bliss Events by Katie,' 'The Owner', 'Us', 'We', 'Our' - means Bliss Events by Katie Ltd who is the Owner and Supplier of Goods unless otherwise stated

'The Client', 'The Hirer' 'You', 'Your' – means the lead person/s who is the Hirer of The Goods and the person/s who has also agreed to all the terms and conditions

'The Goods', 'The Décor' - means all goods that Bliss Events own that is hired from Bliss Events by Katie to the lead person/s as part of the Service Provision

'Wedding', 'Your Wedding' 'Wedding Booking' – means the purpose of the planned social occasion

'Wedding Date' – means the day on which the planned social occasion will take place

'Wedding Venue' – means the space, location or place where 'The Goods' will be delivered and setup will take place. This can be for the full day to include both the Ceremony & Reception or just the Reception. We rarely undertake Ceremony Only Styling but these Terms & Conditions would still apply as this is what We will have agreed with You as our Services.

'Services', 'Service Provision' 'Wedding Booking'– means the agreed services that Bliss Events by Katie will carry out on the Wedding Date at the Wedding Venue and will form part of this agreement

'Hire Period', 'Period of Hire' – means the agreed period of time that The Client will be responsible for The Goods for Your Wedding

Specific Notes on these Terms and Conditions:

- All bookings are between The Client and Bliss Events by Katie
- Securing your Wedding Booking with Bliss Events by Katie by paying a deposit confirms that you have read, understood and agreed to the following Terms and Conditions
- Please read these Terms and Conditions carefully. Upon securing a booking Bliss Events by Katie, you – The Client – and Us enter into a contractual agreement and agree to be bound by the terms within
- Bliss Events by Katie reserves the right to change these Policies, Terms and Conditions at any time without notice. These Policies, Terms and Conditions will always be current, and override any prior Policies, Terms and Conditions provided in any other form
- Whilst this document will have been shared with you upon Booking Your Wedding; We encourage Our Clients to frequently check the page on our website for any changes to stay informed about how We conduct our business. You acknowledge and agree that it is Your responsibility to review these Terms and Conditions periodically and become aware of any amendments or revisions
- No alteration or substitution to these Terms and Conditions shall be valid unless agreed in writing.

Wedding Insurance:

As a responsible Supplier within the Wedding Industry, We encourage all Our Clients to take out suitable insurance for your Wedding so that you have sufficient cover and protection. It is not a requirement that you have this in place when booking with Bliss Events by Katie but we do strongly recommend it.

It is your responsibility to protect yourself and this should be taken out prior to booking & securing deposits with your Wedding Venue & Suppliers. Occasionally, things do go wrong and you will be held fully responsible for any costs incurred and invoiced accordingly despite the circumstances for cancellation or rearrangement.

Section 1. General:

1.1 Agreement of Contract

The contracted Client is the lead name on the invoice and for Weddings this is to be **at least** one part of the couple who are getting married. A third party can make payment on behalf of a couple who have booked Bliss Events by Katie for their Wedding however, We are to be advised of this beforehand as You shall be sharing Our information with that person and also We need to know who this is from so We can allocate any payment to Your Wedding Booking.

1.2 Service Provision

a. Our Services

Bliss Events by Katie's supply of Goods / Décor will have been detailed in full by correspondence and/or supporting documentation which may be via email, message, written proposal document. This will include but is not limited to: the details of the Wedding including the Date, Venue and The Goods / Décor hired. We will have also confirmed to You the Services that Bliss Events by Katie will undertake on the Wedding Date at the Wedding Venue.

b. Replacement / Substitution of Hired Items

Bliss Events by Katie will endeavour to supply the specific items requested to You for Your Wedding. However, We reserve the right to substitute an appropriate alternative where necessary due to untimely damages, breakages or any other reason beyond Our control. If this were to happen, We would ensure that We contact You as soon as possible to discuss and confirm the alternative options. Examples could be an Arch swapped for a Moongate or a Neon Sign swapped for another. By replacing The Goods / The Décor to the best of its ability like-for-like and informing You; any substitution does not constitute grounds for cancellation or termination of this Contract or compensation to the Client.

c. Colours of Items

All efforts have been made to represent The Goods / The Decor accurately in Our photographs and wider marketing material, however sometimes there may be slight discrepancies with colour due to different monitors or screens showing different saturation and photographs / videos being taken in different lighting. We cannot be held accountable for this, every care is taken to provide the items as You expect them. If there will be a Consultation & Venue Visit then We hope to bring the options along so You can see these items face to face. We encourage You to bring anything along which would help colour match.

d. Quality of items

Our items are hired out on a regular basis and whilst at some point these were purchased new or were new to Us our items may show use. This is always kept to a minimum through regular care, repair and refurbishment and/or cleaning. That being said, as we are advising You of this and if You then ultimately choose Bliss Events by Katie to style Your Wedding, You are agreeing to the quality of our items being what We consider to be an acceptable condition for hire.

1.3 Consultations & Venue Visits

Where possible We do like to meet You - The Client at the Wedding Venue to discuss Our Service Provision in more detail. This will be dependent on the styling you choose as not all services would require this and We will discuss this with You throughout. The Wedding Venue and Wedding Date (how close Your Wedding is at the time of booking) would be a consideration also. For all Wedding Venue Visits the date and time needs to be agreed between Bliss Events by Katie, You and your Wedding Venue to ensure access and availability of the rooms. Due to Our schedule and the nature of Our work whilst We endeavour to meet You at a time suits You; options may seem somewhat limited. We do advise Our Clients if/when we are at your Wedding Venue in the lead up to your Wedding Date and where possible will invite You to see Us onsite there. This is with the permission of the Wedding Venue as any exclusivity must be adhered too for all parties.

1.4 Photo / Video / Creative Content

Please be aware that We will at various stages during the setup take images, photographs and videos of Our work and use these as part of Our portfolio, marketing materials/collateral, website and social media platforms with a view to showcasing / advertising Our work, service offering / products and capabilities. Those images, photographs and videos taken by Us remain Our property and should not be reproduced, copied or edited in any way by You or a Third Party without prior permission. If these are to be shared by You or other suppliers who were part of Your Wedding we ask that You and they credit Us where necessary.

1.4 Photo / Video / Creative Content continued

We also may liaise with Your photographer, videographer and/or content creator or similar to acquire material which feature Our work. We would always credit those should they be used for Our marketing purposes on Our Social Media platforms. Within Our Marketing Materials including Our Brochure and on Our Website, We currently only use images, photographs and videos that We have taken.

1.5 The Hire Period / Period of Hire

The Hire Period / Period of Hire is agreed as part of the Service Provision for Your Wedding. This agreed Hire Period will begin from the point Bliss Events by Katie arrive on site and begin to setup for Your Wedding.

The Hire Period starts when We set off from Our location to You and **after** the point of setup or the point of first use by You / Your Guests – whichever is soonest in the instance of a one stage setup - You are responsible for The Goods / The Décor. For Weddings whereby there is a turnaround service - meaning a Ceremony setup and a Reception setup, the above still applies as whilst We may remain on site; when We complete the Ceremony setup You are responsible for The Goods / The Décor.

Bliss Events by Katie hire The Goods / The Décor to You in good faith that You will follow the guidelines set out in **Section 7** of these Terms and Conditions.

This Hire Period will end at the point where We have collected all items from Your Wedding Venue. Only then will We know if there is any damage to The Goods / The Décor which have taken place during the Period of Hire.

1.6 Insurances & PAT Testing

a. Insurances

Bliss Events by Katie is fully insured and holds both public liability and professional indemnity insurance. We are happy to provide copies of Our insurance certificates to Your Wedding Venue as required directly – these do contain confidential information hence Us sending these directly.

At the time of updating these Terms and Conditions Our Insurance Policy is renewed 1st June each year and therefore should Your Wedding Date fall in June onwards, We shall wait until the new insurance documentation has been issued so we can send through the most up to date certificates.

In the event that We have arranged or sourced any additional suppliers and Your Wedding Venue needs to see their certificates then please do let Us know and We can either obtain these for them or provide contact details so they can request them directly.

b. Portable Appliance Testing (PAT Testing)

The necessary and applicable equipment is PAT Tested annually in July. Any items not PAT tested would only include those items still under the manufacturer's warranty or purchased by Bliss Events after the annual PAT Testing has been completed.

Copies of Our certificate can and will be provided on request directly to Your Wedding Venue. Should Your Wedding Date fall in August for example, We shall wait until the PAT Testing has been done again July to send through the most up to date certificate.

1.7 Personal Data

We are registered with The Information Commissioners Office (The ICO) and renew this each year. We therefore abide by the regulations which they set out with regards to handing the personal data and information of our clients. We will never share or sell your personal data; your data is held securely and is only retained by us. You can find more information on how We handle your personal data within our Privacy Policy.

1.8 Testimonials & Client Reviews

Bliss Events by Katie will get in touch with You following Your Wedding Date to request a Review / Testimonial. This feedback may be used on Our website, in Our marketing materials and on Our social media platforms to promote Our completed work and services. No personal information will be released but first names, the date and Your Wedding Venue are ordinarily used as part of this to provide authenticity. You may be contacted for a review via Hitched, Bridebook, Add to Event or similar if we engaged via those websites upon initial enquiry and booking.

1.9 Complaints

In the unlikely event that You are unhappy with anything Bliss Events by Katie provide including The Goods / The Decor or the Service Provision for Your Wedding then this should be made in writing within 7 days from the Wedding Date. If you have a complaint in relation to the Service Provision of any External Supplier We have sourced for You then please contact Us within 7 days of the Wedding Date and We will provide You with any additional information You may require to support You with raising a complaint directly with them.

Section 2: Bliss Events by Katie - Working with Your Venue:

2.1 General

We will work with You and Your Wedding Venue to ensure that you have a seamless day. We ask that throughout the planning process You keep Us up to date with everything We would need to know to ensure this can be done. If there are any changes within the operation of The Wedding Venue – such as a change of room for some reason or anything which may alter what We can provide or different chairs to be used on the day which could impact the chair dressing options Your Venue will let You know this and this does need to be shared with Us.

We encourage Our Clients to provide their Wedding Venue with an overview of The Décor We will be providing; it is important they too know what to expect. We can provide You with anything You need in advance of any meetings with Your Venue, We are happy to have a call with You beforehand. Following Your final meeting with The Venue, We suggest that You follow up with Us and We can then finalise everything with You and action anything which is needed.

As with any Venue as they are hosting Your Wedding and in Our capacity of an outside provider they do ultimately have the final say of the placement of The Goods / The Décor. Whilst Bliss Events by Katie would always have your styling wishes as a priority We do have to abide by any reasonable request they may make on the day. We would always question their reasoning and if their reasoning was safety then We would always agree. In the event that their suggestion was subjective We would remind them of what has been agreed regarding the Service Provision and The Goods / The Décor and work to a fair outcome.

In the case that your Venue Coordinator/Contact changes during your planning period, We highly recommend that you reconfirm all information (regarding the whole Wedding) to each individual in that role or that you ultimately deal with. We should never assume that information is recorded and passed in these instances; mistakes can happen with staff changes. You will find more information below regarding Full Day Styling, Reception Only Styling, Outdoor Ceremonies amongst other things within these Terms and Conditions.

2.2 Chairs / Chair Dressing Your Venue is providing

a. Stacking & Unstacking of Chairs & Tables / Setting out Furniture

In line with the Section 6: Setup of these Terms & Conditions it is the responsibility of the Staff at Your Venue to un-stack any tables and chairs for Your Ceremony and/or Your Reception and similarly any Tables or other Furniture you will need to use as part of Your Wedding.

We cannot be held responsible for completing these tasks and this should be done inline with either Your specific room layout / floor plan OR the usual one they operate.

In the event that we have hired in these items for you it will be the responsibility of the Service Provider to either discuss this with the Venue Staff about doing this OR completing this themselves. Please note as per Section 6 of these Terms and Conditions this may hinder our ability to setup The Goods / The Décor for you in full in the timeframe available as agreed.

b. Chair Dressing

If as part of Your package with the Wedding Venue they provide You with Chair Dressing via them (either dressed in house or via one of their preferred suppliers) it is important that Bliss Events by Katie are aware of **when** this Chair Dressing will be complete. If We are providing part of the chair dressing – such as hoods, bows, sashes etc and Your Venue are providing the covers for example then it is Your responsibility to ensure that they are aware of Our Time of Arrival and what We are doing as part of the setup with regards to chair dressing. It is so important that We all work together to ensure that all elements of the Décor and Styling can be completed in a timely fashion. In the event that We have been unable to do this and We are at no fault then We shall not be held responsible for this as this would be deemed as something avoidable ultimately by You The Client.

2.3 Candle Policy

We are bound by the candle policy of Your Venue and We must at all times adhere to this. Some venues have different policies for the Ceremony and Reception; others have them in place throughout the day. For example, some venues don't allow real candles down the aisle, some require all candles throughout the day to either be in water or a closed holder, some under no circumstances allow real taper candles. If we haven't worked at Your Venue before We will have either confirmed this verbally, via email or checked the guidance / guidelines on their website if this is available.

We will always ask You to check this both in Your contract or venue documentation and/or during Your meetings by advising them of what We are providing, they then should be able to confirm if this is acceptable. If We need to change Our candle provision in line with this, then We can adjust it accordingly; please note that we need this in sufficient time so at the very least before your balancing payment has been paid. We take this confirmation in good faith and ask that if they do contact You to communicate anything different in the run up to Your Wedding that You advise Us as soon as possible. In the event that this has been updated and We have not been advised unfortunately We can't be held responsible for anything We are then not allowed to provide.

2.4 Seasonal Weddings

By this We refer to any Wedding which falls in and around feature days throughout the year including but not limited to: Christmas, New Year, Halloween, Easter, Valentines Day, consideration to any bank holidays, days considered to be a celebration / festival. We always encourage our Clients to discuss Weddings around this time as there may be décor used in the Venue which would need to be considered. Examples include Christmas trees, fireplace / staircase dressing, a change of furniture for the party season (including the tables and chairs provided by them for You) or change of room layout. Whilst these often can't be changed it is helpful for Your Venue to fully advise You of these. We refer You to **Section 2.1** of these Terms and Conditions and advise You to give Your Venue an overview of what We are providing. For example, if We have agreed to provide Fireplace Dressing as part of Your package with Us and this is dressed by Your Venue as part of their Christmas Décor then We will unlikely be able to remove their décor. We shall in this instance not offer You a refund for any items not able to be supplied in this or a similar circumstance as this would be deemed as something avoidable and We will have prepared The Goods / The Decor for You in advance of Your Wedding.

2.5 Permits

It is the responsibility of You the Hirer to ensure that You acquire any and all necessary permits and permissions for the Wedding to take place at the Venue where We shall deliver and setup The Goods / The Décor.

2.6 Venue Fees

In the unlikely event that Your Venue charges suppliers and/or vendors a fee to carry out their services, please note that the charges and costs associated with this will be passed on to You directly.

2.7 Parking

The nature of Our Service Provision to You means that We do need access to the Venue / rooms to be used as is feasibly possible. If You know of any parking limitations at Your Venue, We request You share these with Us from the outset. We will make every effort when delivering The Goods / The Décor to park Our vehicle/s without contravening parking restrictions. If the arrangements at Your Venue where we are required to deliver falls outside this category (i.e. red routes, double yellow lines, resident's parking, etc) and a penalty charge is incurred, this will be passed on to You.

Section 3. Full Day Styling:

3.1 Ceremony Setup

Bliss Events by Katie are happy to setup Your Ceremony Décor in line with what We have discussed as part of Our Service Provision to You. We would discuss access times with Your Wedding Venue and take into account the timings and requirements when considering Our arrival time. We refer You to **Section 4. Setup** in addition to the below.

a. Clear Acrylic Plinth Hire

We may be providing 2 or 4 clear acrylic plinths to be used at the entrance (beginning) and end of the aisle (where you marry). If We are, then these will likely be holding 2 or 4 of Your centrepieces which will then later go on guest tables at the reception. That being said, unless otherwise agreed these will be removed after the ceremony and taken away as You wouldn't have any use for them. You are welcome of course to have these on site still and We can certainly try to find an alternative use or supply something for them in addition but this will need to be agreed and included in your Styling package at the point where you pay your balancing payment. These will be removed as quickly as possible and We will try to limit Our visibility to guests; but We would like to remind You that Our Team are there working on the day.

b.Aisle Runner Hire

Following the ceremony the aisle runner will be removed. If You are getting married in the same room and therefore there is a turnaround this will be the first thing that We do. We shall roll this up to make way for your tables etc. If this is to be a separate room, then We will relocate Your décor if any has been used down the aisle to Your reception room first and then We will roll up and remove the aisle runner. We will of course do this as swiftly as possible and We will endeavour to limit how visible We are to You and Your guests but as above We do need to get the job done.

3.2 Turnaround Services

We are happy to complete a Turnaround Service alongside Your Wedding Venue Staff by transferring items from your Ceremony to Reception. This can only be done on the basis that Your Ceremony and Your Reception are being held at the same Wedding Venue and only on the provision that it has been pre-agreed that We stay to do so as there are costs to be included within Your styling package. If Your Ceremony will be held at a different Wedding Venue then unfortunately, We cannot allow The Goods / The Décor to be transferred by You or any persons You appoint without express permission and agreement from Us. Whereby We do allow The Goods / The Décor to be transferred this is only going to be a small arrangement for example and will never be anything considered large items. You would also need to ensure that anything provided for a separate location has the ability to get there on the Event Date by agreeing this with Us.

If your Ceremony & Reception are to be in different rooms within your Event Venue then this is to be made clear at the point of Booking. It is important for Bliss Events by Katie to take the logistics of the Event Date as a whole into consideration when offering The Décor to you and our Service Provision. If this for any reason changes throughout the planning process as these things occasionally do it is a clear requirement that You inform Us as soon as possible.

3.3 Reception Styling

Bliss Events by Katie will setup Your Reception as per what is outlined in Our Service Provision and details within. The Goods / The Décor will be setup as requested and intended however We do reserve the right to make changes should it be necessary once the room is setup for the Reception. This would only be the case whereby The Goods / The Décor would be better suited to another position or whereby it would be deemed safer or more practical for its intended use for the remainder of your Event Date. Any suggestions to amend would be discussed with the Duty Manager looking after Your Wedding and if required We would seek to discuss with You. It is unlikely that huge changes would be made or required but there are instances whereby We need to exert this right.

Section 4. One Stage Styling - Ceremony Only or Reception Only Styling:

4.1 Services Rendered

If you have opted for One Stage Only Styling then the same principle applies as listed in both **Section 3.1 and 3.3** in these Terms and Conditions as appropriate. To be clear, with One Stage Styling We shall be onsite to setup The Goods / The Décor as agreed and required but We shall leave after that point. All of The Goods / The Décor We provide must be left in situ all day / throughout the period of hire to ensure that there is no damage and that this is left safe. As and where possible We would seek to check anything necessary with Your Venue staff on the day as someone shall be there to grant Us access. This may not be Your appointed person as you may expect but We would trust that Your Venue staff have left a sufficient handover to present members of Venue staff to handle any matters as required appropriately.

Section 5. Outdoor Ceremonies:

5.1 Supply of our Décor for Outdoor Ceremonies

The suitability of The Goods / The Décor is based upon more than just the weather. We all hope it will be gorgeous on Your Wedding Day but even if it is there are still things to consider from a styling perspective. Including how Your Venue operates such as - when do they make a decision / what is the cut off to it being a yes or no for outside. The venue normally only have to move the chairs and the ceremony table - sometimes they have separate chairs for outside and therefore setup both so they are ready for all outcomes. We have to dress the space and potentially move large items.

Whereby You are hoping for an Outdoor Ceremony We would work with You and your Venue on a Plan A (Outdoor) and a Plan B (Indoor). It is important to understand the logistics of how an outdoor ceremony will work AND your indoor one should We need to change on the day.

5.2 Suitability of our Décor for Outdoor Ceremonies

We have to take into consideration safety first and foremost for You and Your guests when supplying The Goods / The Decor. This is of course a consideration right across Your venue and includes but is not limited to:

- Prior weather conditions - this is more for ceremonies on grass and patio / terraces will dry easier but We don't want any damp florals so We may recommend you opt for something more suitable, such as lanterns or florals that will not directly go on the floor.
- Ground Suitability - If the Venue have a patio / paved area or You will be getting married in front of a pagoda / pavilion then this is a better option for the decor / decoration. The options of how We can dress the space increase as we can make use of any structures already there.

5.3 Outdoor Décor Restrictions

We have the following restrictions in place:

a. Arch / Moongate / Rustic Frames

We take a view on their outdoor suitability at the time of Our walkthrough meeting if We have one. They are heavy items and relocating them isn't ideal as often they need to be laid flat and dismantled to get them back indoors. We know that for some venues they have to be relocated between rooms anyway but, being outdoors poses more complexities and actually it is more time sensitive so that We are out of your way. The forecast on the day also needs to be considered.

b. Aisle Runner

Our Aisle Runner remains pristine for a reason. Unfortunately, We don't allow Our Aisle Runner outside. We do recommend to avoid paying for décor you don't need that this is not included in your Styling Package with Us if you are really set on an outdoor wedding. We should have discussed how to create an indoor aisle using your wider décor already as part of Plan B. We may agree between Us that We bring Our Aisle Runner and if Your ceremony is indoors that We then use this. If this is the case then in line with **Section 9.8** of these Terms and Conditions, We will charge You for this use at the pre-agreed price.

c. Flower Walls / Sequin Walls

Unfortunately, none of Our Flower Walls or Sequin Walls are suitable for outdoor ceremonies (or use in general) due to their size and heavy nature. Even with Our heavy duty stand these are more susceptible to wind due to their surface area and therefore have an increased chance of being blown over. We also do not want to suffer any sun damage by these being out in the elements as this may impact their colour and quality.

d. Neon Signs

The use of our Neon Signs outdoors is not prohibited and in theory they can be used. You do have to consider any visible trailing wires and access to the nearest power point as a first point of call as We don't bring industrial length power cables to a Wedding as standard. These would ideally need to be within a covered area to be seen – the idea of you getting married outside is because the weather is lovely enough to do so. The sunshine would mean the Neon Light isn't as visible.

e. Décor which will later be used for the Reception

Anything which will later be used on Your guest tables can in theory be used for Your outdoor ceremony. We have to advise that anything provided needs to be on solid ground if candle related. We don't want to put Our florals on any damp / wet grass as this is then not suitable to then go on Your tables – See **Section 5.2**. We will have outlined a dual plan for an outdoor vs indoor ceremony and We will provide the décor in line with what We have agreed.

Section 6. Setup & Collection:

6.1 Setup Timings

- The length of time we require to setup on the Event Date for your Wedding will vary and this is dependent upon what styling is required from Us for your Wedding Ceremony or Wedding Reception – whichever is the first part of the setup we are providing. This is where liaison between Bliss Events by Katie, You and Your Wedding Venue are important so We can understand how the operation will work. We need to all understand the requirements from each party to ensure that We all work together.

6.1 Setup Timings continued

- Whereby a Wedding Venue charges by the hour or offers the hire to You for a specific period you need to ensure that our setup is either included in that time before the Wedding has started or that you have paid for subsequent time before Your Wedding to allow Us to do so. We shall not be held responsible for any fees payable in order for Us to complete the setup. We shall also not be held accountable if We have been unable to setup all The Goods / The Décor as initially outlined if We have not been allocated sufficient time to do so. We can provide a guideline as to how long we would need in this case.
- In the instance that We are not able to gain access at the agreed time We would focus on any Ceremony table décor and any feature décor, We would then look to any chair dressing and move on to any aisle décor. We would approach it in this way as an order of priority when considering your key photos. This is the responsibility of You and The Wedding Venue staff to negotiate as part of Your Venue Hire and Booking.

As part of all setups We refer You to **Section 8.0** of these Terms and Conditions with regards to any items which apply to any of the stages of setup.

a. Wedding Ceremonies:

We do request that Your Wedding Venue has the first part of the setup for their part such as the chairs set out for your Ceremony, any tables required for the registrar/celebrant and the like are ready for Us to come in and style.

Outdoor Ceremonies – see **Section 5** of these Terms and Conditions

b. Wedding Receptions:

Whether Your Wedding Reception be straight after the Ceremony at the same Venue or if the Reception is the only section of the day at the Wedding Venue We ask the same from Your Venue. We do ask that Your Wedding Venue has the relevant tables and chairs set out in line with the room layout You have agreed with them. We can't and won't be responsible for moving furniture and this will likely hinder Our setup for You. We encourage You to provide Your Wedding Venue with a completed room plan (in addition to Your table plan) – either one they have provided to You or one which You have compiled yourself. You need to ensure that everything as part of Your Wedding Reception has been factored in including other setups via other suppliers – such as any entertainment / wider room décor. It would be beneficial for Bliss Events by Katie to see both the room plan and also the table plan

6.2 Collection Timings

- Bliss Events by Katie will agree when to collect The Goods / The Décor with Your Venue. We always take into consideration the needs of Your Venue and also Our schedule the following day
- It is sometimes necessary due to Our availability and other bookings that We collect after Your Wedding finishes – the same Evening or Early Hours depending on the finish time. For Wedding Venues whereby there is onsite accommodation usually this is no problem at all as there will be access / night staff to enable this. Where a Wedding Venue would then close completely and there would be no staff after a particular point onsite We will ensure that We pre-agree this with them
- Where Your Venue allows Us to collect the following morning We would discuss with them the specifics of when We will return and find out what they do on Our behalf (such as removing chair dressing, linen and the like) and also where they put these so we can retrieve these
- Whereby the Wedding Venue charges by the hour or offers the hire to You for a specific period You need to ensure that Our collection is either included in that time after the event has finished or that You have paid for subsequent time after the event to allow us to do so. The same applies here as to **Section 6.1** regarding any setup. We shall not be held responsible for any fees payable in order for Us to complete the collection. We shall also not be held accountable for if the need arises to begin to collect Our items whilst technically the Wedding / Celebrations are still taking place. This is the responsibility of You and The Wedding Venue / their staff to negotiate as part of Your Venue Hire and Booking
- We do ask that large items such as any backdrops including but not limited to Our Arch, Moongate, Flower Wall, Sequin Wall, Wooden Frames remain in place so that We can carefully dismantle these. We also ask that We are left sufficient space in order for us to do so
- Neon Signs – We would prefer it if your Wedding Venue turned these off so that the lifespan of these items can be preserved.

Section 7. Care of Goods & Responsibilities of the Hirer:

7.1 Retention of Title

- All items listed as The Goods / The Décor and provided as part of the Service Provision to The Client remains the absolute property of Bliss Events by Katie
- By hiring The Goods / The Décor from Us you agree to not sell, offer to sell, assign charge, lend or otherwise deal with The Goods / The Décor with the intention of any of the aforementioned or with the purpose of any of Our Property not being available to Us at the end of Your Hire Period
- The Goods / The Décor must not be taken by You or Your guests after the Wedding
- The **only** exception to this would be if Bliss Events by Katie have arranged a Custom Neon Sign for You. However, to ensure the validity of any warranty or guarantee and to ensure that you don't breach any of the Terms and Conditions listed within here regarding Our Property, this is to only be taken by You after Bliss Events by Katie have carefully packaged this up during the collection.

7.2 General Supply of our Décor & Your Responsibility

You, The Hirer are the one/s responsible and accountable for all any damage or loss of The Goods / The Décor as We have hired them to You in the good faith that You will take good care and reasonable steps to ensure that they are well looked after during the Hire Period.

You shall be responsible for the overall care of The Goods and The Décor we provide to you for the purposes of dressing and styling Your Wedding Venue. By hiring from Bliss Events by Katie you agree to:

- Not manually move any large items including what We would consider Feature Décor / Large Item or a Bliss Backdrop such as any Arch, Moongate, Frame, Flower Wall, Sequin Wall, anything which would hold a Neon Sign in any capacity
- Not allow any of Your guests (including children) to climb or hang from or otherwise mishandle or misuse any of The Goods / The Décor
- Not allow or permit any other person to use The Goods / The Décor beyond the use for Your Wedding on the Wedding Date at the Wedding Venue
- Not take any of The Goods / The Décor to any other place. Everything We provide is to remain on site at the Wedding Venue where we delivered it.

Please remember that all items provided to You from Us as part of the Service Provision **has a cost** to Us. Anything and everything We bring with Us from chair dressing to tealights right through to larger items are potentially a cost to You if there are significant damages, losses and/or breakages. See **Sections 7.5, 7.6 and 7.7** within these Terms and Conditions for more information.

Your Venue and the Venue Staff will likely not be held responsible for any damage, loss or breakages for any items provided by Bliss Events by Katie or any other external suppliers that We source for you (and indeed any You source directly). We therefore repeat Our recommendation that You take out adequate Wedding Insurance.

7.3 Outdoor Use

Unless agreed by Bliss Events in advance, all of The Goods / The Décor provided are for indoor use. If We have agreed that there may be an Outdoor Ceremony (if possible on the day / weather dependant) then this is deemed that this has been agreed in advance and therefore for this short period of time they can be used outdoors but this shall only relate to the items we have specifically discussed and that We have placed there. We shall also be onsite to assist with any turnaround meaning We can supervise the Goods / Décor in addition to You, the Hirer having overall responsibility. See **Section 5.0** of these Terms and Conditions regarding Outdoor Ceremonies.

7.4 Large Items including Feature Décor & Bliss Backdrops

If We are providing large items to You including but not limited to any Arch, Moongate, Frame, Flower Wall, Sequin Wall or anything which would otherwise hold a Neon Sign in any capacity this is to be left in situ after the last part of Our setup. If there is a turnaround service needed then Bliss Events by Katie should be the only ones to do this with / without the support of the Venue Staff. When We leave the Wedding Venue Bliss Events by Katie will have left all items in a safe, suitable location and therefore total responsibility lies with You, The Hirer. We refer you back to **Section 3** within these Terms and Conditions.

7.5 Damages to Items

We consider **Damage** to items as something beyond typical wear and tear incurred during use which is possible to rectify by minor repair or cleaning. This is different to **Loss 7.6 or Breakages 7.7.**

- In the event of **Damage** then Bliss Events by Katie reserve the right to charge You the Client replacement costs for any loss or damage to The Goods / The Décor provided. As per Our suggestion at the start of these Terms and Conditions We strongly recommend You take out adequate Wedding Insurance for such instances
- This includes anything which would be considered damaged and soiled beyond reasonable wear and tear – as these items will be under Your care for a short period of time there shouldn't be much sign of this beyond reasonable markings on any chair dressings or table linen, use of candles within the vessels provided and similar, light marks on the aisle runner.

We shall deem at Our sole discretion, whether the damage or loss was caused by one or more of the following:

- Your failure to follow the instructions specified within **Section 7** of these Terms and Conditions as well as the wider content within
- That You and/or Your guests have abused The Goods / The Décor which Bliss Events by Katie have provided
- That You and/or Your guests have removed The Goods / The Décor with a view to them not being returned to Bliss Events by Katie after the Wedding for future Clients.

Whereby The Goods / The Décor is collected by Us and ultimately returned to Us in a badly stained or soiled state which would require significant work to get the product back to a re-hireable standard there may be an additional cleaning fee invoiced to you up to £200.00 depending on what would be required.

Whereby The Goods / The Décor is damaged beyond feasible repair, you will be liable for replacing these items as new along with any fast track / express manufacturing fees and any shipping costs of the same to ensure we are able to provide Services for future Client Bookings.

For a full list of replacement prices please contact us enquiries@blisseventsbykatie.com

7.6 Loss of Items

Loss is different to **Damages 7.5 or Breakages 7.7** in these Terms and Conditions in the fact that this considers items which are not available to Bliss Events by Katie when We return to do the collection.

- In the event of **Loss** then Bliss Events by Katie reserve the right to charge You the Client replacement costs for any loss or damage to The Goods / The Décor provided. As per Our suggestion at the start of these Terms and Conditions We strongly recommend you take out adequate Wedding Insurance for such instances
- We consider a **Loss** of item/s to be anything which is not seemingly available to Us upon collection. This could eventually be considered as misplaced. We shall have agreed the Collection with You and Your Venue and therefore it is Your responsibility to ensure that we can complete Our collection in accordance with **Section 6** of these Terms and Conditions
- We will make every effort to contact You to locate the seemingly unavailable items and allow you some time to communicate with Us – please note this may be limited or at unsociable hours due to Our schedule. If We are unable to collect any of Our items but You do have them in Your possession You are responsible for returning them to Us physically not by courier or third party unless it is possible to do so and this is to be at a mutually agreed date and time. If You are unable to do this then You will be subject to covering our travel costs and an associated fee which would be discretionary up to the value of £500.00 as We do have to take into consideration any future Bookings / Clients this situation may impact. Please note this is on the provision that We are only talking about items up the the value of £750.00 or that don't fall into to category of any Feature Décor including Bliss Backdrops and Neon Signs. Any item/s not available of a higher value the amount would be higher.

Please see specific guidance below regarding our Post Box Hire in **Section 7.8** within these Terms and Conditions.

We shall deem at Our sole discretion, whether the damage or loss was caused by one or more of the following:

- Your failure to follow the instructions specified within **Section 7** of these Terms and Conditions as well as the wider content within
- That You and/or Your guests have abused The Goods / The Décor which Bliss Events by Katie have provided
- That You and/or Your guests have removed The Goods / The Décor with a view to them not being returned to Bliss Events by Katie after the Wedding for future Clients.

For a full list of replacement prices please contact us enquiries@blisseventsbykatie.com

7.7 Breakages of Items

Breakages to Us is considered different to **Damages 7.5 and Loss 7.6**. This refers to any item which is completely unfit for purpose with no chance of being used for its original purpose or for use for Our future Clients.

We include items including but not limited to:

- glassware which We provide including cylinder vases, candle holders of all kinds - We would consider any breakages over 3 as Client billable
- items used for centrepieces or for the purposes of table decoration including lanterns
- items damaged by deliberate flame (such as table linen / napkins, chair dressing or similar with burn holes) are therefore broken given they can't be used for their original purpose
- this would also cover any items which have sustained damage beyond repair such as Neon Signs, Flower Walls, Sequin Walls, any Arch or Moongate or frame whereby they can't be used for their original intended purpose furthermore.

We shall deem at Our sole discretion, whether the breakage of item/s was caused by one or more of the following:

- Your failure to follow the instructions specified within Section 7 of these Terms and Conditions as well as the wider content within
- That You and/or Your guests have abused The Goods / The Decor which Bliss Events by Katie have provided
- That You and/or Your guests have broken The Goods / The Décor with a view to them not being able to be used by Bliss Events by Katie after the Wedding for future Clients.

For a full list of replacement prices please contact us enquiries@blisseventsbykatie.com

7.8 Postbox Etiquette - Hire & Care

If Bliss Events by Katie are hiring a post box to You, We would like to make you aware of the following:

- We are not liable for the loss of any cards, monies or contents within as Our Post Boxes are lockable and therefore We provide You with a secure product
- Our Post Boxes are of Royal Mail standard and therefore large cards may not fit in the post box. We advise that You put these somewhere safe as again We are not liable for any loss
- We do leave the Key for the lockable post box and often this is with the Duty Manager or the On The Day Coordinator. We will ensure to tell You or someone who We would consider as part of the Wedding Party of this. At the end of the evening, please do refer to them in the first instance to locate the key
- We ask that You empty the Post Box and fully check that you have all contents **on the night** of Your Wedding.
- We ask that after emptying the Post Box you leave the Key in the lock on the outside of the Post Box so it is ready for us when We collect. A lost Key or unavailable Key will mean that a new lock is required; due to the age and nature of our post boxes there will be a charge of £100.00 payable by You, The Hirer
- We must politely request that you **do not remove** the Post Box from your Wedding Venue – including to your room or an office for example – on the night of the Wedding. This is so we are not hindered during Our collection nor any other bookings are impacted following Your Wedding. In the event the Post Box isn't there we will contact you in the first instance; depending on Our schedule We may not be able to wait for You to return with this and You would be responsible for the costs involved of safely returning this to Us. If this does impact another Wedding within 48 hours we reserve the right to charge you a fee of £100.00 as We would consider this to be a breach of guidelines.

Section 8. External Suppliers that Bliss Events by Katie have arranged for You:

8.1 General

- If Bliss Events have sourced external suppliers or items for You in addition to that what We are providing You shall be bound by the Terms and Conditions of that other Company
- We work with a number of reputable suppliers and We will also provide their contact details to you and your venue in advance of Your Wedding. We would remain available on the day for these suppliers to contact Us and We would be the point of contact. Whereby insurance documents, PAT Testing Certificates or any other business related material is required, We will advise the other Company to provide this to the Venue in advance of the Wedding Date. As we act as an intermediary and not the supplier for these items We can only request they do this; it is up to the Venue to follow up on such requests. This is why we encourage clients to make the venue aware of all external suppliers so they can make other parties aware if anything is outstanding

8.1 General continued

- We ask that You ensure that Your Wedding Venue have full details of what is being provided as part of the wider service offering so that they can accommodate these items within the floor plan / room layout on the day of Your Wedding. It is important that they know **who** to expect on site, **what** to expect on site and **when** to expect it. If you have any information missing then please let Us know
- Where delivery of these externally hired items is required in advance of your Wedding – such as Tables and Chairs - it is Your responsibility to ensure that the Wedding Venue have staff on site to allow access and that they have not setup. Bliss Events by Katie are not responsible for any deliveries which are unable to be made as a result of this not least because this is avoidable
- For any of the Sourced Items / Sourced Suppliers We are not responsible for the Goods or the Services they ultimately provide to You for Your Wedding. We may handle payments for You but You will be bound by that Suppliers Terms and Conditions and these where received by Us will be shared with You
- As an intermediary Bliss Events will have arranged the hire for You and of course the Supplier will know the venue, date and timings. It is the responsibility of the Supplier to ensure that they liaise with the Venue regarding anything and all aspects of the supply of their goods including but not limited to access, setup times, the location of the setup, collection and any general care / operation in order to use the supplied items. Bliss Events by Katie will not be held responsible for any issues that may result
- In the case that your Venue Coordinator/Contact changes during your planning period, We highly recommend that you reconfirm all of this information to each individual in that role or that you ultimately deal with. We should never assume that information is recorded and passed in these instances; mistakes can happen.

8.2 Furniture Hire

- If We have sourced Chairs / alternative Chairs or Tables / alternative Tables for You to use throughout your Wedding Date via one of Our preferred partners then whilst We have facilitated the hire of these You are the Hirer of these items / their Goods. We are not responsible for their Goods or the Services they ultimately provide to You for Your Wedding. We may handle payments for You but You will be bound by that Suppliers Terms and Conditions
- We also require You to seek confirmation from Your Wedding Venue that the proposed delivery and collection times can be accommodated and that they are reminded of this delivery throughout the planning process to ensure that they allow for the provision of storing the large items / quantities that you are hiring. Please note they will also need to store those ordinarily out / would be used that you then don't need on the day
- As an intermediary Bliss Events will have arranged the hire for You and of course the Supplier will know the venue, date and timings. It is the responsibility of the Supplier to ensure that they liaise with the Venue regarding anything and all aspects of the supply of their goods including but not limited to access, setup times, the location of the setup, collection and any general care / operation in order to use the supplied items. Bliss Events by Katie will not be held responsible for any issues that may result
- In the case that your Venue Coordinator/Contact changes during your planning period, We highly recommend that you reconfirm all of this information to each individual in that role or that you ultimately deal with. We should never assume that information is recorded and passed in these instances; mistakes can happen. A delivery time / collection time will advised closer to the time and may be done directly by the supplier or via Bliss Events by Katie.

8.3 Dancefloor Hire

- It is the responsibility of You, The Client to ensure that the Wedding Venue are aware of the hire and that any Dancefloor They would ordinarily provide as part of Your package is not laid nor charged for where relevant. If laid this may mean the External Supplier are unable to supply this for You / Your Wedding
- It is the responsibility of You, The Hirer to ensure that the dimensions of the Dancefloor vs the space available match and that the hired dancefloor can be accommodated. Usually, the Venue will be able to confirm a maximum size They can accommodate in the rooms You have booked. They will also take into consideration where possible Your guest numbers / number of tables etc when providing this information
- It is the responsibility of You, The Hirer to ensure that Your Wedding Venue are happy for You to hire in external suppliers for the dancefloor. They may have their own recommended suppliers You must use for this

8.3 Dancefloor Hire continued

- As an intermediary Bliss Events will have arranged the hire for You and of course the Supplier will know the venue, date and timings. It is the responsibility of the Supplier to ensure that they liaise with the Venue regarding anything and all aspects of the supply of their goods including but not limited to access, setup times, the location of the setup, collection and any general care / operation in order to use the supplied items. Bliss Events by Katie will not be held responsible for any issues that may result
- In the case that your Venue Coordinator/Contact changes during your planning period, We highly recommend that you reconfirm all of this information to each individual in that role or that you ultimately deal with. We should never assume that information is recorded and passed in these instances; mistakes can happen. A delivery time / collection time will be advised closer to the time and may be done directly by the supplier or via Bliss Events by Katie.

8.4 Magic Mirror / Photo Booth / Selfie Mirror or Pod / 360 Photo Booth Hire or that which falls in this purpose category

- If Bliss Events by Katie have sourced a company to provide a service which would fall under the category of Magic Mirror, Photo Booth, Selfie Mirror, Selfie Pod, 360 Photo Booth then We act as a facilitator only and We are not responsible for the Service they provide. In the situation of any complaints regarding their products or services they should be directed to them in the first instance as they are responsible for the services they offer and all within
- We trust that these External Suppliers hold sufficient insurances and PAT Testing as a minimum and where required that they supply these to Your Venue. Your Venue should request these if they require them; You can then contact Us and We will request them from the supplier and ask them to send them over directly as they contain confidential business information
- As an intermediary Bliss Events will have arranged the hire for You and of course the Supplier will know the venue, date and timings. It is the responsibility of the Supplier to ensure that they liaise with the Venue regarding anything and all aspects of the supply of their goods including but not limited to access, setup times, the location of the setup, collection and any general care / operation in order to use the supplied items. Bliss Events by Katie will not be held responsible for any issues that may result
- In the case that your Venue Coordinator/Contact changes during your planning period, We highly recommend that you reconfirm all of this information to each individual in that role or that you ultimately deal with. We should never assume that information is recorded and passed in these instances; mistakes can happen. A delivery time / collection time will be advised closer to the time and may be done directly by the supplier or via Bliss Events by Katie.

8.5 Light Up Letters / Number Hire

- If Bliss Events by Katie have sourced Light Up Letters or Number Hire for Your Wedding then We act as a facilitator only and We are not responsible for the Service they provide. In the situation of any complaints regarding their products or services they should be directed to them in the first instance as they are responsible for the services they offer and all within
- We trust that these External Suppliers hold sufficient insurances and PAT Testing as a minimum and where required that they supply these to Your Venue. Your Venue should request these if they require them; You can then contact Us and We will request them from the supplier and ask them to send them over directly as they contain confidential business information
- As an intermediary Bliss Events will have arranged the hire for You and of course the Supplier will know the venue, date and timings. It is the responsibility of the Supplier to ensure that they liaise with the Venue regarding anything and all aspects of the supply of their goods including but not limited to access, setup times, the location of the setup, collection and any general care / operation in order to use the supplied items. Bliss Events by Katie will not be held responsible for any issues that may result
- In the case that your Venue Coordinator/Contact changes during your planning period, We highly recommend that you reconfirm all of this information to each individual in that role or that you ultimately deal with. We should never assume that information is recorded and passed in these instances; mistakes can happen. A delivery time / collection time will be advised closer to the time and may be done directly by the supplier or via Bliss Events by Katie.

Section 9. Specific Décor Items & Setup Requests:

9.1 Linen

- Unless We are supplying linen for Your Wedding please request that the table linen is ready for us to come in and setup the items for your Reception if we are providing Reception Only Styling or if you are using a separate room for your Ceremony to Reception and the Reception can be setup in advance
- If there is to be a Turnaround Service between the Ceremony and Reception there will be Venue Staff onsite to setup the tables and relocate the chairs after the Ceremony and therefore they will either pull the tables into place or setup these following the Ceremony; We will then work round them to complete Our table styling
- If We are providing Your Linen or alternative Linen including tablecloths and napkins please ensure to let Your Wedding Venue know so they don't set out their Linen – removal of this does take time and We don't want to hinder Your Wedding setup.

9.2 Glassware, Cutlery & Crockery

- Unless We are supplying these items for Your Wedding please request that the table linen is ready for us to come in and setup the items for your Reception if we are providing Reception Only Styling or if you are using a separate room for your Ceremony to Reception and the Reception can be setup in advance
- If there is to be a Turnaround there will be Venue Staff onsite to setup the tables accordingly after the Ceremony and therefore they will either pull the tables into place or setup these following the Ceremony; We will then work round them to complete Our table styling

9.3 Charger Plates

- If We are supplying the Charger Plates for Your Wedding We will either bring these with Us on the Day or will have previously arranged for these to be delivered directly to Your Venue. For some of these items We do use an external supplier and when this is the case you will be advised as so – We believe in full transparency
- A breakages deposit will be required on all charger plate hires be it directly through Bliss Events by Katie or via Our supplier and at the point whereby We pass these over to your Wedding Venue or they are delivered to Your Wedding Venue and they receive the Goods Your Venue / You The Hirer are responsible for them. Therefore, We are no longer responsible for any damage or breakages as they are in the 'Period of Hire'. We recommend You consider this and discuss the suitability of these with your Wedding Venue.

9.4 Stationary & Favours

- Unless previously agreed Bliss Events by Katie are not responsible for setting out Your Wedding Stationary including any place cards, table numbers, menu cards and the like. Neither are We responsible for setting out favours and things such as activity packs
- Most Venues will complete this setup in line with a comprehensive table plan that you have provided and will do this to familiarise themselves with where any children are sitting, those with allergies / intolerances and so on
- Most Wedding Venues will require you to box these up per table and ensure that the everything is labelled accordingly for a swift setup – they should discuss this with You at Your final meeting and advise You as to their preferred way of working. Do ensure that You advise Us of this if this is something you require as we would need to work this into the setup time.

Section 10. Payment & Monies Related to the Booking:

10.1 Payment Methods

Bliss Events by Katie accept payment by Bank Transfer only at this time. All payments are made following an invoice for the agreed amount and paid into Our Business Bank Account.

10.2 Deposit

- The Booking Fee acts as a deposit and as such is non-refundable but where possible (depending on Our availability) is transferrable should it be necessary. We will advise You of the deposit amount and this is taken off your final balance. Once received this will secure Your Wedding Date and the agreed Services Provision
- From the point of quotation we will hold your Wedding / Event date for 14 days. To get booked in, We would raise an invoice for the amount listed and you can transfer to our business bank account; payment confirmation will follow for Your records.

10.3 Amendments to your Booking – Specifically Date Changes / Venue Changes – after paying Your Deposit

- We understand that sometimes things happen which means that You need to change the date of Your Wedding and/or Your Venue. This would be considered a postponement and We will always endeavour to change Your Wedding Booking to accommodate as We would like to still be a part of the day. In the first instance please contact Us; ideally before You reschedule to ensure We do have availability
- The postponed Wedding should take place within 18 months of the original agreed date. Please kindly note that prices may be subject to change and new quote may need to be issued. The services provided are subject to the availability of The Goods / The Décor also
- In the event that We are unable to provide Our services on the new date / new venue then there would be a loss of deposit as a minimum, any further fees payable in line with **Section 10.7** of these Terms and Conditions would be at Our sole discretion.

10.4 Amendments to your Quote / Proposal – specifically the services & décor provided

- Bliss Events can and will do Our utmost to accommodate any changes or amendments to the service or the items we are providing to You. We can't guarantee that We can accommodate as there may be factors We need to consider. This would be taken on a case by case basis and due to how We work together throughout the process, the amendments should only be minimal
- Any amendments to increase décor or Our service would be chargeable and if You were to decrease the required Goods / Décor following the balance payment then unfortunately, We are unable to refund You as this will have been allocated to You and Your Booking already
- Any amendment requests are subject to The Goods / The Décor availability.

10.5 Part Payments / Payment Instalments

- We are happy to raise a partial invoice for You so you can make part payments against Your booking with Us. We recommend You leave a minimum residual balance of £200.00 so that if there are any changes before We finalise everything then you haven't overpaid
- We would be looking at finalising everything within the Service Provision at the 5-6 week mark and then would be requesting the balance payment around 4 weeks before. This is usually in line with when you would be providing final numbers to your Venue.

10.6 Balance Payments

- Additional guests and any additional tables will only be charged for if and as needed – this can be agreed once RSVPs etc have come back and You have submitted Your table plan / final numbers to the venue
- If You require décor beyond what is quoted in this proposal, this can be reflected in the package price throughout and would be finalised before final payment is made. Therefore, this price is on the basis of the detail listed within Our Service Provision and can be amended accordingly. Equally, should the number of guest tables decrease or the number of chairs which need decorating be less (if you opted for this) We can amend the quote. We will not charge You for decor that You don't need
- From the point where everything is confirmed We would raise an invoice for the balance amount, taking into account any partial payments You have made and You can transfer to Our business bank account; payment confirmation will follow for Your records.

10.7 Cancellations by You, Our Client

If You need or wish to Cancel the Wedding Booking with Us then You must notify Us as soon as feasibly possible and You should contact us on enquiries@blisseventsbykatie.com. By paying the Booking Fee – Your Deposit – You acknowledge that this is non-refundable. We operate a sliding scale for cancellations as follows:

- From the point of paying the Deposit until the below sliding scale applies – loss of deposit only
- Within 6 months of the Wedding £250.00 Fixed Fee
- Within 3 months of the Wedding 50% of the Total Fee
- Within 1 month of the Wedding 100% of the Total Fee

10.8 Cancellations by Us, The Supplier – Bliss Events by Katie

We reserve the right to cancel your Booking with us in the following circumstances:

- a. If Your Wedding Venue is closed on the day of Your Wedding due to circumstances beyond Our control. Whereby this is the case We would look to rearranging the booking with Us and depending on the circumstances We would discuss the costs incurred and how We can work together moving forward
- b. In the event of exceptional circumstances such as but not limited to a medical emergency, family emergency, inclement weather, road closures, natural disaster, closure of venue, pandemic or similar catastrophe. We would always contact You immediately if this is something We need to consider or enforce
- c. In the event of any circumstances which may jeopardise the safety of Bliss Events by Katie and Our employees such as a crime incident, terrorism or natural disasters/

10.9 Refunds

- This is of course a very rare occurrence but there may be instances where We have been unable to provide something for You. This is unlikely to be anything major as We will have been thorough in Our approach with both You and Your Wedding Venue. Our liability and limitation would be for the cost of hiring that item / part of Our Service Provision only and you will not be entitled to any further compensation
- Please note that refunds will not be given if the cause of not being able to provide something lies with You the Hirer. This includes scenarios such as less table décor required, less chair dressing required and similar. No refunds will be given in these circumstances because We have taken the time to prepare The Goods / The Decor for use as well as having transported the same
- Nor will any refunds be given for items which You don't need yet We have brought with Us – what We would consider duplicate items – such as Post Box Hire, Easel Hire. We are happy to leave Ours for use in this instance but no refunds will be given if You choose to not use Ours on the day.

10.10 Chargeable Items after the Wedding

- There are instances whereby We pre-agree that if We do / don't use certain items on the day that We will charge You after the Wedding. This usually only applies to our Aisle Runner and in the instance that You may / may not need this depending on if the Wedding will be indoors or outdoors
- If We are to charge You for the Aisle Runner or indeed any other item We pre-agree this scenario for then; We will confirm the price in advance and ask that you agree to this in writing via email or other correspondence. We will raise the invoice within 48 hours of Your Wedding Date and send across to you. We will then require this invoice to be paid within 10 days – We expect You to let Us know if this will be a problem
- In the event We have had to accommodate a last-minute provision to same scenario will apply as We may not have the opportunity to arrange the invoice so close to Your Wedding given Our commitment to preparations. We will confirm the price in advance and ask that you agree to this in writing via email or other correspondence. We will raise the invoice within 48 hours of Your Wedding Date and send across to you. We will then require this invoice to be paid within 10 days – We expect You to let Us know if this will be a problem.

Section 11. General:

11.1 Force Majeure

- a. No party shall be liable to the other for any failure to perform its obligations where such failure is as a result of a Force Majeure event including but not limited to; an "Acts of God" (including but not limited to; fire, flood, earthquake, storm, hurricane, strong winds or other natural disaster), war, terrorist activities, epidemic, pandemic, local or national lockdown, accident, civil commotion, or order of Government or Local Authority
- b. Any party asserting Force Majeure so as to negate liability shall have the burden of proving it and justifying that they took preventative action, wherever possible, to counteract the circumstance. If successfully proven, then the Cancellation Fees outlined shall be waived however, the Deposit will be forfeited.

11.2 Indemnification

- a. You agree to defend, indemnify and hold harmless Bliss Events by Katie and its employees from and against any and all losses, liability claims, damages, injuries, demands, actions and causes of action whatsoever, arising out of or related to the presence of The Goods / The Décor at the Venue
- b. You agree to assume all costs and expenses of every kind and nature, including legal fees and disbursements arising out of and in connection with Your hire of The Goods / The Décor and their presence at the Venue
- c. You agree to indemnify Bliss Events by Katie for all, and any losses and damages caused to The Goods / The Décor and including any consequential losses suffered by Bliss Events by Katie, through any action or inaction carried out by You or Your Guests.

11.3 Limitation of Liability

- a. Bliss Events by Katie shall not be responsible for any direct, incidental, or consequential damages causing either bodily injury or property damages, regardless of the cause, arising out of or related to Your hire of The Goods / The Décor and their presence at Your Wedding at Your chosen Venue
- b. Notwithstanding any language to the contrary contained in this agreement, Bliss Events by Katie's liability to You shall not exceed the total of any payments you have made for the hire of The Goods / The Décor and any associated costs to provide this to you including setup, collection, delivery and travel.

11.4 Governing Law

- a. This agreement shall be construed and enforced in accordance with English Law
- b. Any dispute or difference which may arise in relation to any matter arising under this Agreement, shall be settled amicably and in good faith between You The Client and Bliss Events by Katie, prior to resorting to arbitration.

11.5 Severability

If any term within this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then this Agreement, including all of the remaining Terms and Conditions, will remain in full force and effect.

Terms and Conditions - updated February 2025

A Wedding Booking refers to a Full Day Styling Package; Ceremony or Reception Only Styling Package; Bliss Backdrop Hire or any other Wedding related hire including partial styling services for the purpose of a Wedding.

Bliss Events by Katie reserves the right to change these Policies, Terms and Conditions at any time without notice. These Policies, Terms and Conditions will always be current, and override any prior Policies, Terms and Conditions provided in any other form.

We encourage Our Clients to frequently check the page on our website for any changes to stay informed about how We conduct our business. You acknowledge and agree that it is Your responsibility to review these Terms and Conditions periodically and become aware of any amendments or revisions.

No alteration or substitution to these Terms and Conditions shall be valid unless agreed in writing.

Bliss Events by Katie Ltd
07891 175 456
enquiries@blisseventsbykatie.com
www.blisseventsbykatie.com



THE 2025
WEDDING
INDUSTRY AWARDS

REGIONAL
FINALIST



THE 2024
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INDUSTRY AWARDS

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2025



BRIDES
North West
Wedding Awards
Nominated
2024

Terms and Conditions for Wedding Bookings