



24 Suikerbos Crescent
Plattekloof
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P O Box 3964
Tygervalley
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C: 072 267 1684
F: 021 913 7918

info@jcevents.co.za
www.jcevents.co.za

Terms and Conditions:

1. Jade' Customised Events provides the services described on the client invoice and stated in the package specifications. Jade' Customised Events & the undersigned are subject to these terms and conditions.

2. Hiring/Rentals:

2.1 All rented equipment hired from various suppliers remains the property of that supplier. The undersigned is therefore liable for any costs incurred at the event/wedding due to items being damaged, broken, lost or extra costs incurred during date change or wedding cancellation.

2.2 All rented/hired equipment will be booked under the name of the client, and therefore does not make Jade' Customised Events liable for any expenses due to breakage, damage or loss for that specific event.

2.3 Jade' Customised Events will not be held responsible for any loss, damage, or broken items hired by the undersigned through our services for that specific event.

2.4 As soon as delivery has been made of the specific décor items, it then becomes the responsibility of the client, and the client is therefore liable as depicted above.

2.5 A holding deposit/booking fee/refundable deposit will be required at the discretion of the suppliers and Jade' Customised Events. This deposit will be proportionate to the total cost of that which is being hired. This deposit will be refundable if no loss or damage was incurred; or if it is a non-refundable deposit, will be credited off the total cost. This will vary depending on the supplier's terms and conditions and will be referred on the overall budget breakdown supplied by Jade' Customised Events as "refundable deposit".

2.6 Jade' Customised Events will not be held financially liable for any price increases of any supplier. (I.e. Venue, flowers, food, décor, photography, videography, cakes, marriage officer, DJ, lighting, tents etc.) The financial cost will therefore become the responsibility of the client. Jade' Customised Events therefore advises clients to be aware of price escalations over one, two or three...year periods, depending on your event date and will work hard to make every effort to ensure that escalations are factored.

2.7 Price escalation costing as presented in 2.6 will be discussed with clients and Jade' Customised Events will bring to their attention of any foreseen costs to the best of their knowledge at the time. Although, cannot be held liable should any respective supplier have withheld any increase knowledge.

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- 2.8 All delivery/set-up/breakdown/collection/midnight strike services are not included in hiring prices and will be added onto the overall décor budget breakdown provided by Jade' Customised Events.
- 2.9 Items hired will not be delivered unless full payment is made 14 days prior to the event date, or otherwise specified.
- 2.10 All Balance amendments in terms of guest count will therefore need to be submitted for finalisation on the timeframe specified in 2.9. Orders will be locked down in terms of price for that guest capacity and is therefore no longer refundable.
- 2.11 Should specific payment dates not be adhered to, proposed décor items during mock up sessions or discussions can therefore not be guaranteed in terms of availability and substitutions will therefore need to be presented to the client and considered for rework of design proposed.
- 2.12 Cancellation of hired items can result in deposits/booking fees being forfeited and is at the discretion of the supplier, and subject to the suppliers' terms and conditions. Jade' Customised Events will not be liable for refunding these deposits/booking fees and will be at the expense of the undersigned.

3. Deposits/Payment/booking fees:

- 3.1 Jade' Customised Events requires a 50 % non-refundable deposit/booking fee of the planning/styling package selected to secure the wedding date selected.
- 3.2 Jade' Customised Events requires a 50% non-refundable deposit/booking fee of the overall décor and flowers breakdown to secure the selected items for the wedding date selected.
- 3.3 Jade' Customised Events will only pencil in a wedding date for 5 working days, pending deposit payment of selected package. Should the deposit not reflect in Jade' Customised Events account OR valid POP sent, the date remains open to be booked. (Although clients making the initial date booking, will have first preference and identified of the additional enquiry as best as possible)
- 3.4 Jade' Customised Events will not be liable to refund the securing deposit/booking fee should the event/function be cancelled / postponed.
- 3.5 In the event of a postponement, the client could be liable to pay any additional price increases which may have been implemented over the annual season package escalation period.





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- 3.6 Jade' Customised Events reserves the right to request 100% deposit/booking fee for particular services and is totally dependent on the package and/or service selected OR services already rendered before cancellation OR postponement up to a month before the event.
- 3.7 Work done and hours will be calculated which will be presented and invoiced for accordingly in the case of 3.6.
- 3.8 No "Horse trading" will be tolerated, and is in breach of section 4.2 & 4.4. Should this occur, Jade' Customised Events has the right to withdraw from the event and will not be obligated to refund any deposits/booking fees or payments made. In turn and at the planners' discretion, the client is liable to pay for services rendered up until that point.
- 3.9 Jade' Customised Events reserves the right to withhold any deposit/booking fee made. Should there be a cancellation of services OR breach of contract; the deposit/booking fee will under no circumstance be refunded back to the client.
- 3.10 Jade' Customised Events reserves the right not to deliver their services on the grounds that full payment has not been made 14 days prior to the event date or otherwise specified.
- 3.11 Jade' Customised Events reserves the right to alter their pricing structure at any time relative to the needs of the bride/client. The bride/client will be notified should there be any change, and will be discussed and agreed upon between both parties.
- 3.12 We accept only EFT transfers. No cash/credit cards or cheques are accepted; unless approved by the planner and method agreed upon between both parties.
- 3.13 All prices are subject to change according to stock amounts and/or availability of stock.
- 3.14 Should wedding postponements occur, all stock prices are subject to change, and original stock availability can change, and can therefore not be the responsibility of the planner should items no longer be available, with substitutions then being proposed by the planner/stylist.
- 3.15 Jade' Customised Events are not VAT registered.
- 3.16 Jade' Customised Events holds the right to retain all information, designs, images, ideas and details of suppliers and dealers in the wedding industry, and remains the intellectual property of the company.





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4. Consultations (part 1):

- 4.1 Initial consultations are limited to one (1) hour only and are free of charge. Anything after one (1) hour is subject to a R450 charge.
- 4.2 All discussions and ideas presented in the initial consultation remain the intellectual property of Jade' Customised Events, and cannot be reused in consultations with other event planners.
- 4.3 Should a mock be required/delivered during an initial consultation and clients do not utilise Jade' Customised Events as their planner after a mock up or design meeting, a design fee/administration fee will be charged in lieu of hours spent. (R450 per hour together with the cost of the flowers and hired items for the design)
- 4.4 Table mock-ups will be at an extra fee to the client (Unless it is specified as part of their design package selected), and is to be paid into the bank account of Jade' Customised Events 48 hours before the commencement of the mock up. This covers flower costs etc. Jade' Customised Events reserves the right to not proceed with the mock-up should the mock up fee not be paid within the desired time frame.
- 4.5 No photographs are to be taken during a mock up session. The design and décor of the table remains the intellectual property of Jade' Customised Events up until the wedding/function date.
- 4.6 Should any designs be duplicated in a wedding which was not rendered by Jade' Customised Events, but created by Jade' Customised Events; then this will be subject to a total costing of intellectual property used.
- 4.7 Jade' Customised Events has the right to utilise any images of décor taken from weddings performed for their website or advertising media. Should clients have specific confidentiality requirements in this retrospect, they are to address their request in an email so as to withhold these Images.
- 4.8 All consultations/designs and work over and above the initial consultation will only commence upon receipt of deposit of the package chosen and submission of the signed T&C's.
- 4.9 Jade' Customised Events' working hours are:

Mon-Thurs: 09h00 – 17h00

Friday: 09h00-16h00 (Or event dependant)

Our office hours are by appointment only and are subject to availability due to functions set-up/breakdown.

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Should clients require meetings outside of the above mentioned working hours; this must first be confirmed with the coordinator and according to their availability. Should Jade' Customised Events not be able to fulfil a date within this time frame, then a complimentary after hours appointment can be arranged. Should the client without discussion or arrangements not be available during the specified hours or miss an appointment scheduled, a fee of R450 per hour is chargeable to the client.

- 4.10 Consultations can take place face to face, e-mail, over the phone or for international clients, Skype. After the initial consultation the method of communication will be established. Once the deposit has been paid and arranged accordingly. Although other forms of communication can be used, they are still subject to an arranged appointment time between the coordinator and the client.
- 4.11 All communication and decisions are to be relayed and addressed via email correspondence only so as to have a paper trail for both planner and client. NO decisions will be considered and secured over whatsapp, sms and/telephonic discussions.
- 4.12 Due to the nature of the industry and the fact that events allow us not to be able to answer our phones, it is requested that all communication be channelled through email correspondence and will be answered as soon as staff are back in the office.
- 4.13 The package chosen determines the number of consultations a client receives upon the acceptance of Jade' Customised Events' services, and is subject to their deposit paid and specifications of the package built around the style of wedding.
- 4.14 One consultation is equivalent to 1 hour. In the event that a meeting takes 2 hours, then a second consultation slot is forfeited.

4.9 Consultations and overtime (Part 2):

- Consultations are by appointment only and subject to planner availability.
- Any consultations/calls after hours will only be accommodated if pre – arranged between the client and planner.
- Upon selecting Jade' Customised Events as your service provider, the package selection will include follow up appointments to the initial complimentary appointment as specified in each package. Any additional appointment's that need to be made over and above that which is specified, will be at the discretion of the planner; and will only be at an additional fee to the client of R450 per hour, if it is a request made even after all agreed upon services have been performed.





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5. Death, loss or injury:

5.1 Jade' Customised Events will not be held responsible for any death, loss or injury incurred at any function or venue.

5.2 Children at events are the responsibility of their parents and/or caregivers. This should be organised by the client. Should Jade' Customised Events be asked to advise on a reputable service; No death, loss or injury of a child will be the responsibility of Jade' Customised Events.

5.3 Jade' Customised Events will therefore not be financially or physically responsible for any client, guests or children of any function or event booked through the company.

5.4 Jade' Customised Events will not be financially or physically responsible for any personal items at an event or venue, and is at the risk of the client and/or guests concerned.

6. Stationery/Flowers:

6.1 Jade' Customised Events utilise a preferred outsourced stationery supplier for the designs work of their clients.

6.2 Clients are allowed to also utilise their own stationery service providers, but will be at the risk of the client, and Jade' Customised Events takes no responsibility for the final outcome.

6.3 Should our preferred stationery supplier be selected Jade' Customised Events will not be held liable for any mistakes made on final printed copies of any stationery i.e. invitations, save the dates, thank you, menu's, table plans, name tags, wedding favours etc. It is therefore in the best interest of the client to double check all wording and spelling before submitting final drafts to the coordinator and/or designer.

6.4 All wording drafts sent to our preferred stationery supplier is requested in an open Word document, which will be copied and pasted into the designs. It is therefore the responsibility of the client to double check their information submitted.

6.5 Jade' Customised Events will therefore not be held financially liable for any mistakes made; any corrections that need to be made will be at the cost of the client concerned.

6.6 Flower arrangements that have been confirmed and approved by the client during the final mock up session is finalised and cannot be changed.

6.7 If the client does want to change the flower arrangement after it has been approved, this will be at an extra cost and charged accordingly at the discretion of the planner during a second mock up session.

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6.8 Flower availability is subject to change according to seasons and weather/unforeseen circumstances. This could influence the arrangement and cost of that arrangement. Prices are therefore subject to change. All changes in flowers/prices will be discussed with the client before the event and will require a signed approval for that particular change.

6.9 Jade' Customised Events will try their best to source the papers and flowers that the clients request, but should this not be possible to source, then this does not remain the responsibility of the Jade' Customised Events service offering. Alternative recommendations will be made and agreed upon together.

6.10 Should a change in floral availability occur at a late hour where discussion for change is not possible, the client waives their right for Jade' Customised Events to make the call for a plan B option, that will be subject to an exact value swop and is also made in the best interest of the client.

6.11 All plan B options for ceremony, pre drinks, reception set-ups and décor/flowers due to weather or any other acts of God can be implemented by Jade' Customised Events up until the final hour before the event/wedding proceedings. All Plan B options will be discussed as far as possible, but should the need arise on the day without prior discussion, the client waives their right for Jade' Customised Events to make the executive decision that will act in their best interest for the day.

7. Staff and Assistance:

7.1 Staff and Assistance will be an over and above charge and is subject to the event/wedding/function size. (To be discussed in the meeting)

7.2 Staff and assistance offered can be considered as: barmen, waiters, set-up and clean up staff etc.

7.3 All packages depicted are service fees, and therefore do not include the décor and floral compliment. This breakdown will be given over and above, after the mock up session has been performed and approved.

7.4 Additional staffing for set-up, breakdown and travel will also be at an additional fee and factored into the overall décor breakdown.

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

8.1 RSVP for Invitations

8.2 Personalised serving of food to guests/parents.

8.3 Honeymoon arrangements.

8.4 Honeymoon suite arrangements.

8.5 MC Speech Writing.

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8.6 Delivery of invitations/Thank you's.

9. **The value we provide:**

9.1 Jade' Customised Events takes pride in providing services which gives brides functions options. All décor items and service providers are outsourced, essentially providing brides with a large number of choices which are not budget restricting.

9.1 Floral designs and flowers are provided in house, and is designed accordingly to a décor styling process and according to our clients' specifications.

9.2 All décor proposals are tailor-made to the needs of the client, and will be worked around the budget of each client.

9.3 Jade' Customised Events takes no responsibility for service providers' service delivery or lack thereof. We will manage them to the best of our ability but will not be held liable for their misconduct should this arise. It is therefore imperative that brides follow each planner's guidelines and recommendations so as to avoid disappointment.

9.4 Jade' Customised events will only make use of their list of suppliers, so as to ensure the client gets the best level of service delivery and quality. Jade' Customised Events therefore withholds the right to not use a supplier suggested by the client if the planner is not comfortable with a supplier's service level or quality.

10 **Confidentiality:**

10.1 No ideas, sketches, pictures or designs may be utilised for any other function not performed by Jade' Customised Events. All ideas remain the intellectual property of the coordinator and confidentiality is enforced.

10.2 Should Breach of section 10.1 occur, Jade' Customised Events withholds the right to charge for designs and concepts used directly to the client, and can too withhold any deposits OR booking fee's paid.

10.3 Jade' Customised Events enforces confidentiality of ideas, sketches, pictures and designs of the bride/client. This will not be discussed with other brides/clients and is only able to be used as examples after the wedding/event is completed. Clients permit Jade' Customised Events to therefore use all imagery taken during the wedding/event of any designs to be displayed as examples.

11 **Discounts:**

11.1 Discounts will only be awarded to clients at the discretion of the coordinator, and where he/she feels it is necessary & is based on merit.



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12 Transport & Accommodation:

12.1 Any wedding occurring outside of the Southern Suburbs, Stellenbosch and Paarl region, will be subject to accommodation needing to be provided for the planner and assistant for the evening. After the venue viewing, the distance will be discussed between planner and client and will be specified accordingly.

12.2 Jade' Customised Events will not be liable to pay or advance any monies for accommodation and transport costs. The client is to pay this upfront before the event.

13. Force Majeure:

13.1 Should Jade' Customised Events due to unforeseen circumstances not be able to deliver the planning/styling service selected, The service will then be outsourced and provided to the client with the exact monetary value and service specifications booked through Jade' Customised Events

13.2 Flower availability is subject to change according to seasons and weather/unforeseen circumstances. This could influence the arrangement and cost of that arrangement. Prices are therefore subject to change. All changes in flowers/prices will be discussed with the client before the event and will require a signed approval for that particular change. (Unless as in the case of 6.10 and 6.11)

13.3 Ceremony, pre drinks, reception changes due to weather will be at the discretion of the planner, and could possibly need to be made without the approval of the client due to time constraints before the event commences. Although as far as possible the client will be consulted, and decisions will always be made in the best interest of the client.

13.4 Contingency plans for each wedding will be discussed in depth with each client, and will be tailored according to that specific event. Quotations, with payment plans and strategies will be discussed in depth and is not the financial responsibility of Jade' Customised Events.

14. Acceptance of terms and conditions:

14.1 Jade' Customised Events reserves the right to not continue service delivery for any client if he/she has not signed the terms & conditions in acceptance of the service delivery outline.

14.2 Each page is to be initialled and completed with a full signature.

14.3 Terms and conditions must be printed, signed and faxed together with the proof of payment to: (021) 913 7918 / info@jcevents.co.za

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14.4 Terms and conditions are subject to change and an updated copy will be placed online. (www.jcevents.co.za). Clients are advised to always make sure they have an updated version of the terms and conditions.

14.5 Terms and Conditions apply.

(Signature)

(Date)

(Name Printed)

(ID Number)

(Contact Number)

(E-mail Address)



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