

Terms And Conditions



Please ensure you have read and understand our terms and conditions prior to making a deposit. Tick boxes next to all items below, making a payment is you understanding and accepting to the terms.

Payment

All prices quoted for prop hire or event styling are valid for 7 days only, after which SP Events reserve the right to increase the price as they see fit. Please know we don't hold the items on the quote as we do generally have 1-2 of each item.

To book we require NON REFUNDABLE deposit of 30% of the total order this must be placed within 7 days of receiving your quote. No item or quote will held without a deposit. Once quote is received please thoroughly look and confirm all items listed and are familiar with our terms and conditions once the quote is approved no changes will be allowed to the invoice. Balance of the invoice is required 1 week prior to delivery. Delivery cannot be confirmed unless full payment has been made and cleared 1 week prior to the event.

Payment options

Payment can be made in Cash, bank transfer, over the phone payment using Visa or MasterCard will incur 2.7% fee charge

Overdue payments

Overdue payments of any kind including invoices, damaged or lost items will incur additional late fees. At 7 days we will take further actions to retrieve our payment from the hirer. These additional fees that we get in order to retrieve payment including solicitor, court, debt collection fees of any kind will be added to the hirers invoice for payment. The hirer must pay in addition to the overdue invoice plus any legal fees which Sp Events receives in order to retrieve our payment.

Excludes GST:

All prices and services exclude GST and will be added to the quote

Bond

For DRY HIRE a bond of \$200 cash is payable prior to receiving the goods. Drivers license must be handed over for SP events to take a copy of it. For delivery we require either \$250 cash bond or credit card (No debit cards will be accepted) on drop off of the goods. Hirer must supply the driver with the card to sight the numbers in front of the hirer. All bonds will be held by SP Events until the safe return or pickup of all items in the same condition as was hired out to the hirer minus reasonable wear and tear.

Cancellations

Any cancellations within 6 weeks require 50% total invoice to be paid. All cancellations out of 6 week window will forfeit the 30% initial deposit. Any cancellations must be given in writing addressed to Sp Events including date and invoice number. Deposit will be forfeited. All changes or removal of items from booking can only be made 4 weeks prior to the event. Additions can be made at any time subject to the availability of the items.

Delivery to Venues & Halls

Our delivery times to venues are strict and must be prompt, granting us access to the hall at the agreed time is essential or else our other deliveries will be delayed as a result. On Delivery and pickup at the agreed time, venues must be ready for us to hand over and pickup props. Locating props last minute or waiting for clients to arrive to the venue will not be tolerated. Bond will be lost if our team face any unexpected delays.

On drop off the driver will request the hirer or someone the hirer has appointed to sign on their behalf. They must provide credit card and photo identity to the driver before the goods are unloaded. Client is to sign the documents once they have seen the goods and confirmed everything is as per invoice. Clients failing to be on site during delivery will be liable for any issues we will not take any responsibility if you are simply not happy and haven't seen the product no compensation will be given.

Delivery of bulky items

Generally we send one driver on route with some bulky orders the driver will require assistance to load and unload from the vehicle and to place in position. For any reason if you are unable to help we must be notified to arrange additional driver at additional delivery cost. It will be noted on your invoice if requires extra assistance

Delivery times

Delivery time 2 hour window is an estimate and can change on the day earlier or later depending, you will be notified. Our deliveries generally start from 3-4pm Monday-Friday if your delivery is before this please speak with us before committing to make sure we can accommodate you.

Outdoor Events

If your event is outside you must let us know prior to accommodate you with sandbags. If not after delivery you will need to supply them. We won't take any responsibility for any accidents or damages when you have not given us the full details for where the props will be during the time you have them. All props must be kept out of rain nothing is to be left out over night uncovered.

Insurance

Once products have been received, the hirer accepts all responsibilities and liabilities until they have been returned to SP Events. The hirer is responsible in maintaining any appropriate policies of insurance covering liability, property and casualty insurances in amounts necessary to fully protect SP Events and their products against all claims, loss and damage. SP Events will not be responsible for any injury that may occur to persons over the hire period or thereafter due to any product supplied by SP Events whether through payment or otherwise.

Loss or Damages

All items supplied by Sp Events shall always be deemed owned by SP Events. If any props are hired and are not returned in the same condition, the customer may face fees to fix the damage or replace the ruined goods. In saying this items damaged customer will need to replace or fix and the damaged prop stays in Sp Events possession. Damages may include using sticky tape on props which may remove paint or cause further damage to clean up, weather conditions if the props are not moved out of harms way, accidental damage - dropping/breaking props, lost or stolen ect..

Replacement costs will be paid to Sp Events based on the current pricing and availability of the items on the market. All reimbursements must be paid within 48 hours of the drop off of all the items and maybe subject to late fee extension fee if overdue.

Dry hire

Dry hire is available on some items please refer to the website listing for more details. Pickup is from our warehouse Unit 2 10-12 Montore road Minto by appointment only

Pickup Friday 11-2pm

Return Monday 11-2pm

Additional late fee of \$30+gst per day for any orders returned late.

Dry hire on Tiffany chairs:

We now offer dry hire (pickup/return by client) on Tiffany chairs there is a service fee of \$50-\$100 depending on the amount of chairs picking up. This service fee is for our team to come pack these chairs away, this means you must still put the covers on and detach the cushions from the chairs. Pickup will only be allowed in a van or box closed truck.

Delivery of Tiffany chairs:

Tiffany chairs come delivered with black covers stacked and left in the front of the room cushions come in a separate bag. To setup Tiffany chairs the hirer is required to take covers and attach to the cushions to the chairs and store the cushion bags with covers. To pickup same is required remove cushions and pull over covers over each chair. We have the service of setup/packdown on Tiffany chairs this is additional fee ontop of delivery as it requires more staff assistance and time. Price is depending on how many chairs and delivery location. Enquire within.

Vehicle pickup:

All items are fragile and delicate when picking up these props we do our best to protect them we need you to continue this by bringing your own blankets, straps etc pickup will only be allowed in either a van or box truck enclosed no utes will be allowed for pickup any items. Kennards hire is local down the road to us if you need a suitable hire vehicle.

Drop off/pickup (BUMP IN AND OUT):

Bump in is when the hirer is ready to receive the items without delay Any delays will incur additional charges and may result in you not receiving your order and requiring a re delivery which will incur additional charges. Bump out is when the items are cleaned and packed up by the hirer and items are ready to be pickup without delay.

Delivery is strictly 'DROP & GO' service at an easily accessible, ground level or in garage premises. Beyond these locations will incur additional charges.

Drivers will not deliver down/upstairs into clients backyards, back of homes etc unless otherwise spoken with Sp Events and will need to be noted on the invoice. This will require additional charges. The driver will simply deliver to the easiest access point most likely the clients garage.

*Extra charges will apply if you wish your items to be taken beyond ground level of a building

*Your event space is more than 20m from where our truck can park or pull up.

*if your hire need to pass via stair, elevators, escalators or steep descent.

If you require a large quantity of items a labour fee may be added to cover for staff time taken to load and unload the truck.

Our Delivery drivers DO NOT SET UP or PACKDOWN that is required by the hirer.

Prop hire

All Props must be returned in same condition as they were left. Decals, stickers, any tape must be removed prior to pickup. No tape or any sort of signage must be used without clarifying it with SP Events as some items may get damaged.

Prop hire is HIRE items are not new come used may have minor imperfections due to delivering customer wear and tear we do our best to keep everything in the up most best condition, everything is still in perfect working order and stable to use.

Hirer

The hirer booking whether be the stylist or client we liase with. We do not liase with clients stylists or venues. Its the hirer responsibility to arrange bump in and out times drop off location and if extra assistance is required at delivery point.

Cake stand hire

Cake stands are intended for the hire of a cake with a board. No cake, food, desserts of any kind should be put straight to a cake stand, platter tray etc as these are painted or electonical plated we will not take any responsibility for the hirer using our products without wrappers or paper in between the food and cake stand or tray.

Hire period

All props hired generally on 3 day basis typically friday - monday unless on the occasion the same prop is hired during the same weekend as the hirer and on a different day not effecting the hirer event. Pickup is from our warehouse Unit 2 10-12 Montore road Minto by appointment only

Pickup Friday 11-2pm

Return Monday 11-2pm

Additional late fee of \$30+gst per day for any orders returned late.

Bump in & Out times

Client full name or on behalf of client:

BUMP IN

BUMP OUT

I give permission for Sp Events to hold bond on my credit card in the case of any damage, discrepancies or not following to the contract agreement.

Name

Card number

Expiry CVC

SIGNATURE

DATE