

TERMS & CONDITIONS

Thank you for choosing Dwell Tablescapes & Event Styling for your next event! Below are the terms and conditions that apply to all bookings. By making a payment, you agree to these terms.

QUOTE VALIDITY: All quotes issued by Dwell Tablescapes & Event Styling remain valid for 14 days from the date of issuance, unless otherwise stated in writing. A quote does not constitute a guaranteed reservation of dates, inventory or services. Event dates and items are allocated on a first-come, first-served basis and are only secured upon receipt of a signed agreement and the required deposit. Quotes not accepted within the 14-day validity period will automatically expire. Reissuing an expired quote is subject to date availability and potential updates to itemise pricing or supply costs.

BOOKING & DEPOSIT: A 50% non-refundable deposit is required to secure your booking. Your booking is not confirmed until the deposit and signed Terms & Conditions have been received. If not received, your event is not confirmed and Dwell Tablescapes & Event Styling will have the right to refuse your tentative booking. The remaining 50% is due 14 days before the event date.

Payments can be made via Bank Transfer or Cash. Late payments beyond the due date will incur a 5% late fee or extension per day.

CANCELLATION POLICY: The deposit is non-refundable in the event of cancellation made by the Client. Any custom-made or personalised items, special orders, or additional stock or equipment purchases related to achieving your booking are non-refundable. Rescheduling requests are subject to availability. Where possible, the deposit may be transferred to a new event date.

CHANGES & MODIFICATIONS: Any changes made to the agreed scope of services by the Client within 14-20 days prior the event date may result in additional charges. Dwell Tablescapes & Event Styling will provide an estimate of any applicable fees for approval before proceeding with the requested changes.

BUMP IN & BUMP OUT: Client is responsible for providing accurate information and timely feedback to Dwell Tablescapes & Event Styling. Failure to do so may result in delayed or incomplete services, and additional fees may be incurred. Setup will begin at an agreed time on the event day. Pack-down will occur at the scheduled time post-event. If the event runs over time, extra fees may apply for late pack-down past 11pm. The client is responsible for ensuring the venue allows access for setup and removal. Any delays in bump-out caused by the client/venue may result in an additional hourly charge.

SITE VISIT: Site visits requested by the Client or deemed necessary by Dwell Tablescapes & Event Styling may incur an additional fee, which will be advised prior to the visit.

LIABILITY & DAMAGE: Any rental or decorative items provided by Dwell Tablescapes & Event Styling remain the property of the business. If any items are lost, damaged, or stolen during the event, the client is responsible for the replacement cost. All reimbursements are due within 48 hours of the return due date. Overdue items may incur a 5% late or extension fees per day. Dwell Tablescapes & Event Styling is not liable for accidents, injuries, or venue-related issues beyond our control.

CLEANING: The Client must not clean, alter, or attempt to repair any hired products. Any damage resulting from such actions will be assessed and charged in accordance with the Liability & Damage provisions outlined above. Should any product sustain facial, cosmetic, or aesthetic damage while in the Client's possession, Dwell Tablescapes & Event Styling reserves the right to assess the extent of the damage and apply an appropriate damage fee at its sole discretion.

WEATHER & FORCE MAJEURE: If the event is outdoors, a wet weather backup plan must be arranged well in advance. Dwell is not responsible for delays/cancellations due to natural disasters, pandemics, or unforeseen circumstances. Any weather-related changes should be communicated to all parties as early as possible, as this may affect logistics and design elements.

DESIGN OWNERSHIP: All designs, concepts, and creative works produced by Dwell Tablescapes & Event Styling remain the exclusive property of Dwell Tablescapes & Event Styling and may not be copied, reproduced, or used.

PHOTOGRAPHY & SOCIAL MEDIA: Dwell Tablescapes & Event Styling reserves the right to take and share event styling photos for portfolio and social media use.

AGREEMENT: By proceeding with payment, I/We have read, understood and agreed with the Terms & Conditions outlined in this document.

Full Name/s

Signature/s

Date: