WELCOME TO YOUR WEDDING PORTFOLIO WORKBOOK





FLORISTRY SERVICES

MADE-TO-ORDER
VENUE DECORATION HIRE

CREATIVE DESIGNER
JULIE ENWOOD

EMAIL ADDRESS crystal.amor.events@gmail.com

TELEPHONE NUMBER 07733255274

WELCOME TO YOUR WEDDING PORTFOLIO

THIS IS YOUR PORTFOLIO WITH ALL INFORMATION
YOU WILL NEED
DURING OUR EVENT
PLANNING TIME TOGETHER.

CONTACT DETAILS

MY WEBSITE & SOCIAL MEDIAS

APPOINTMENT TIMES

BOOKING YOUR APPOINTMENT ALL LEGAL DOCUMENTS



STEP 1 - FREE NO-OBLIGATION CONSULTATION

To discuss your vision and requirements for your event. Guide you and give you options.

Show you a lovely range of florals and foliage for you to choose from along with many other products.

After our consultation I will start your quote.

Once this is done I will send this to you via email.

STEP 2 - QUOTE SENT

Completed and sent via email.

To look through and make any decisions on.

The quote will be held on my system for - 7 days

After the 7 day period - Cancellation from my events diary without confirmation

STEP 3 - CONFIRMATION OF BOOKING MY SERVICES

Admin Fee is Required - £50.00

Paid - Within 3 working days of confirmation

Fee - To submit Wedding Portfolio Workbook

& all event details

Including documentation required to peruse through before the signing of contracts

STEP 4 - ADMIN FEE RECEIVED

An email submitted
The following folders will also be included:
This Wedding Portfolio &
Your Personalised Wedding Portfolio Workbook

INCLUDED IN THIS WEDDING PORTFOLIO

Bank Details - My Contact Details

My Social Media

Steps To Booking Your Event - Need To Know

Terms & Conditions - Policy Notice - Legal & Copyright

PERSONALISED WEDDING PORTFOLIO WORKBOOK

FOLDERS INCLUDED

Our Notes - Photos sent

Quote - Invoice - Receipt
Declaration - Cancellation Form - Deposit Rtn
Fact Sheet Made-to-Order
Fact Sheet Venue Decoration Hire
Fact Sheet Clients Details

FAQ'S TO NOTE

Cancellation of services after paying the admin fee: Non-refundable once paid in all circumstances The Admin fee does not secure your event booking

To secure your event date a Booking Appointment is required up to 14 day's after submission of admin fee

YOUR PERUSAL BEFORE BOOKING APPOINTMENT

The below documents are for your perusal only before the signing of contracts.

These must be read through by yourselves at your leisure & to understand the contract you will be signing for services for your event.

Terms & Conditions - Policy Notice - Legal & Copyright

The T&C's are extensive, but parts will not be relevant to you and your event.

<u>STEP 5 - MAKE YOUR BOOKING APPOINTMENT</u>

Email a couple of dates that are convenient for you to visit my home studio to sign contracts and to submit the 25% booking fee of your event total

STEP 6 - AT THE APPOINTMENT

All documents will be read through together to make sure you understand and are happy with its content before the signing of contracts.

Please do list any concerns that you may have prior to our appointment. Once happy with its content both parties will sign each document.

PLEASE BRING WITH YOU

Utility Bill & Driving licence or passport.

25% Booking Fee of the Event service total.

TO BE DISCUSSED

Balance Payment Plan

All further aspects of your Wedding Portfolio

STEP 7 - 14 DAY CANCELLATION PERIOD

After your appointment there is a 14 day cancellation period.

PLEASE BE AWARE - Admin fee & Booking Fee are non-refundable should you wish to cancel my services at this point

STEP 8 - AFTER 14 DAY PERIOD

After the 14 day cancellation period has passed, Your events paperwork will now be complete

THE PLANNING OF YOUR EVENT WILL NOW TRANSFORM FROM PAPER TO DESIGNS & CREATIONS.

TO BECOME A REALITY & PART OF YOUR SPECIAL OCCASION.

YOU WILL BE KEPT UP TO DATE DURING THE PROCESS OF YOUR EVENT PLANNING.

IF YOU HAVE ANY QUERIES DURING OUT TIME TOGETHER PLEASE DO FEEL FREE TO CONTACT ME BY EMAIL OR TELEPHONE.

THANK YOU
ONCE AGAIN
FOR CHOOSING
ME AND MY BUSINESS,
CRYSTAL AMOR EVENTS.

TO ACHIEVE YOUR VISION THROUGH
MY PRODUCTS.
I LOOK FORWARD TO BEING APART
OF YOUR
SPECIAL EVENT
AND I HOPE THAT WE HAVE A
WONDERFUL TIME TOGETHER
OVER THE NEXT
FEW MONTHS.

THE FUN BEGINS



CHECK LIST FOR CLIENT

CHECK 1 - MONIES PAID - ADMIN FEE

£50 ADMIN FEE TO RECEIVE YOUR WEDDING PORTFOLIO WORKBOOK

THIS WILL HOLD ALL YOUR EVENT DETAILS.

LEGAL REQUIREMENTS.

THIS IS NOT AN EXTRA PAYMENT. THIS WILL BE DEDUCTED FROM YOUR EVENT SERVICE TOTAL

CHECK 2 - MONIES PAID - BOOKING FEE

25% OF THE EVENT SERVICE TOTAL

TO BE PAID AT THIS 2ND APPOINTMENT - SIGNING OF CONTRACTS

YOUR EVENT DATE IS ONLY SECURE ONCE THE CONTRACT HAS BEEN SIGNED

AT THIS APPOINTMENT AND THE BOOKING FEE PAID

CHECK 3 - NOTES

ADMIN FEE IS NON-REFUNDABLE
BOOKING FEE IS NON-REFUNDABLE

CHECK 4 - REMAINING BALANCE

CAN BE PAID IN FULL AT TIME OF BOOKING OR CAN BE PAID IN 3 EQUAL INSTALMENTS

<u>CHECK 5 - DAMAGE DEPOSIT</u>
£300.00 TO BE PAID 3 WEEKS PRIOR TO EVENT DATE VIA PAYPAL
THIS DEPOSIT WILL BE REFUNDED IN FULL - DEPENDENT ON ANY DAMAGES INCURRED
RETURNED UP TO 7 WORKING DAYS AFTER EVENT COLLECTION

CHECK 4 - NOTES

CRYSTAL AMOR EVENTS WILL NOT ATTEND, SUPPLY OR PROVIDE ANY GOODS OR SERVICES IF THE EVENT SERVICE TOTAL AND DAMAGE DEPOSIT HAVE NOT BEEN PAID ON TIME REFUNDS WILL NOT BE GRANTED IF WE DO NOT ATTEND YOUR EVENT DUE TO NON-PAYMENT LATE PAYMENTS OF THE DAMAGE DEPOSIT WILL NOT BE ACCEPTED THE CONTRACT WILL BE CANCELLED AFTER THE 3 WEEK DEADLINE LEADING UP TO YOUR EVENT LATE PAYMENTS OF THE EVENT SERVICE TOTAL WILL NOT BE ACCEPTED

CHECK 5 - CANCELLATION PERIOD

14 DAY CANCELLATION POLICY APPLIES AFTER SIGNING OF THE CONTRACTS
EVENT CANCELLATIONS WILL INCUR FURTHER CHARGES AFTER THE 14
DAY CANCELLATION PERIOD

CHECK 6 - TO BE RECEIVED

YOUR WEDDING PORTFOLIO WORK BOOK WILL BE SENT VIA EMAIL AFTER

THE ADMIN FEE HAS BEEN PAID

YOU WILL RECEIVE THE FULL TERMS & CONDITIONS AND FURTHER PAPERWORK FOR YOUR

PERUSAL ONLY



PAYMENT CHECK LIST

£50.00 ADMIN FEE

25% BOOKING FEE

BALANCE - 3 EQUAL INSTALMENTS

LAST INSTALMENT DUE 3 MONTHS BEFORE EVENT DATE

BALANCE CAN BE PAID IN FULL AT TIME OF BOOKING

£300.00 DAMAGE DEPOSIT
PAID 3 WEEKS BEFORE EVENT DATE
REFUNDED UP TO 7 WORKING DAYS AFTER COLLECTION



SEARCH MY WEBSITE TO VIEW MY PRODUCTS & SERVICES

WEBSITE CONTACT ME



WEBSITE HOME PAGE



WEBSITE BLOG



SEARCH MY WEBSITE TO VIEW MY PRODUCTS & SERVICES

MADE-TO-ORDER FLORISTRY



VENUE DECORATION HIRE



DISCOVER MORE



DESTINATION WEDDINGS





To the lovely brides & grooms

Feel Free To Follow Me on Facebook To See Latest Work And What I Have Been Up To.



https://www.facebook.com/crystalamorevents1/

To the lovely brides & grooms

Do You Prefer Instagram?
Follow my weekly posts and you may find some inspiration



https://www.instagram.com/crystalamorevents/



APPOINTMENT TIMES FOR OUR CONSULTATIONS PLANNING - BOOKING & COLLECTIONS

MONDAY / TUESDAY - 10 TO 2PM WEDNESDAY / THURSDAY - 10 TO 8PM EVERY OTHER SATURDAY FROM 12 TO 4PM

Should these times not be convenient for you,
I can try to work around your schedule and my availability
as I work from my
home studio in Newhaven.

Please feel free to let me know your convenient date & time.

THE FOLLOWING DOCUMENTS ARE FOR YOUR PERUSAL ONLY

Please read through each page before our next appointment. We will read through them together to make sure you are happy with its content before the signing of contracts.

TERMS & CONDITIONS
DECLARATION
LEGAL & COPYRIGHT
PRIVACY POLICY



1.GENERAL

The Business - Crystal Amor Events

The Hirer - is any person who hires or agrees to hire goods from the business

The Hire Goods - Are for your personal use only

You agree not to (and agree not to assist or facilitate any third party to) copy, distribute, transmit, reproduce, publish, commercially exploit or create derivative works from the Content of THE BUSINESS

2. ACCEPTANCE OF CONDITIONS

All Hire Agreements are between the hirer and business

The Hirer - person named on the hire agreement forms submitted from the business

The Hirer - Acceptance of goods on hire implies acceptance by signing and agreeing to our Conditions of Hire as given below.

3.OUR AGREEMENT

Our services - Carried out on the day requested / dressed appropriately / by the time agreed.

Times & date- Agreed by the business & Hirer (& Venue where appropriate).

Collection - Will be made at agreed time - by hirer / Venue / once the function has finished.

4.RESPONSIBILITY

Hirer's Responsibility

To inform the venue of all the terms and conditions set out by the business and to over see that the venue adheres to them.

Period of Hire

Hired goods are the hirer's responsibility. From the delivery to the collection All Products remain the property of the business throughout the hire period.

Your Venue

Will not be held responsible for any hired goods unless the venue themselves is the hirer and is also the person named on the hire agreement.

Any Costs Incurred

Due to damage ofgoods by the venue will be the hirer's responsibility

5.INSURANCE

The business WILL advise the HIRER to take out personal wedding insurance. If the hirer chooses not to do this, then this is not the business responsibility.

6.LIABILITY

The Business shall not be responsible for injury or damage to persons or property however sustained arising from any Hired Goods from the business or its associated companies.

7.MEETINGS

The business and its associated companies reserve the right to judge how much time should bespent on face to face meetings.

After the second face to face meeting a charge of £25 per meeting will be applied

8.SUB CONTRACTORS

The business - Reserve the right To pass on the personal details of the hirer who maybe directly involved with The Hirer's event package.

The hirer must agree to Comply with all the terms and conditions of the business and its associated business's sub-contractors. Copies of all contracts will be available upon request.

9.COMPLETION

Every effort is made by the Business to complete all orders.

The Business Cannot be held liable for non-completion of orders due to matters beyond their control.

<u>10.THE HIRER ALLOWS</u> The business to Take photographs taken by our staff or guests (if permitted) to be used for promotional purposes only

EXPLANATIONS

11.ADMIN FEE

To process your WEDDING PORTFOLIO WORKBOOK

To include all event details / paperwork required / Terms & Conditions / Declaration & Privacy Policy

12.BOOKING FEEEXPLANATION

25% Of the event services total

Secure Crystal Amor Services for your event date

Prepare any products or services required to start proceedings for your event

We reserve the right to cancel your event date if the Booking fee is not paid.

13. WEDDING PORTFOLIO WORKBOOK INVOICE EXPLANATION

Hire Total - Cost of hire products from crystal amor & other company hire.

Made-To-Order Total - Personalised Bridal Flowers for purchase & all other purchase products. Sub-contractor Total - Other services sought & booked for hirer's event on their behalf. Crystal Amor Charges -Travel Expenses-Styling-Staff-Out of hours-Consultations-Co-ordination Event Services Total-Hire-Made-To-Order-Sub-contractor & Crystal Amor Charges = Together

Total Event Cost - The above cost - + Damage Deposit

14.DAMAGE DEPOSIT EXPLANATION - TO COVER

Replacement of any goods - cleaning - loss or theft - repair - damage beyond further usage.

To cover all aspects of damage

15.CHARGEABLE FEE'S FROM DAMAGE DEPOSIT - Examples of chargeable fee's:

Splits -Breaks - Ripping - Tears - Burns - Candle Wax Burns & Damage - Permanent Marker or Crayons Permanently soiled items - Mildew - Blue Tack or any sticky substance - White Tack - Tape marks - Dents - Stains - Chips - Drawing pins - Breakages - Missing items

6.PLEASE NOTE

Substitute items are not accepted. Deductions made are appropriate to Replacement Value not hired value. In the unlikely event that fee's, damages etc become greater than the damage deposit, the Business will invoice the hirer for the extra replacement costs.

Crystal Amor will contact the hirer by telephone but also email the damages cost. Deduction costs can be obtained on request. All damaged goods need to be kept, packaged & stored appropriately & safely for inspection by the business. All damaged goods remain the property of the business. We will do our utmost to ensure both sides are happy with the outcome of any damages incurred.

MONIES TO BE PAID

17.ADMIN FEE

£50.00/non-refundable in all circumstances once paid.Including non-proceedings of event services & event cancellation.

This is not an extra charge - This will be deducted off your Event Services Total

18.BOOKING FEE

25% of Event Services Total

Non- refundable in all circumstances once paid.

Including non-proceedings of services and event cancellation

We reserve the right to cancel your event date if the Booking fee is not paid.

19. REMAINING BALANCE - HOW TO PAY

Balance - can be paid at time of booking

Balance - can be spread into 3 equal payments

The Last instalment no later than 3 months before event date

Damage deposit is not included within the remaining balance

Late payments will not be accepted

20.BOOKINGS WITHIN 3 MONTHS OF EVENT DATE

Bookings made within three months of the event date must be paid in full at time of booking

21.DAMAGE DEPOSIT

£300.00 - Payable 3 weeks prior to event date

Refunded up to 7 working days after event collection date

Collected & Returned via PayPal

MONIES TO BE PAID

22.CONSULTATION & APPOINTMENT FEES

First two consultations are free. Held at either my Location or based in Eastbourne Further meetings thereafter will be charged per meeting at £25.00 / an individual invoice will be raised / paid 1 week before meeting. Each meeting will be noted within your workbook. Whether these are chargeable or not.

23. VENUE Or LOCATION CONSULTATION REQUEST

Charge of £25.00 / Locations outside of 5 miles of BN99GG

24.FURTHER ADMIN FEES

Request to source a whole package for your event, i.e:Entertainment, Photographer, Marquee etc Chargeable dependent on the amount of work to achieve your event requirements

25.CHARGEABLE EXTRAS

Fee's will apply for longer period of hire. (paragraph 36 & 37)
Extra staff - chargeable - Hourly rate £10 per hour per member of staff
Out of hours delivery/collection or takedown - is chargeable per member of staff - £15 per hour

26.0N THE DAY STYLING

Cost is specific to your event - to be discussed at the consultation.

Minimum ChargeablE fee is £50.00

27.ON THE DAY RE-ORGANISATION

Cost is specific to your event - to be discussed at the consultation. Should you wish for me to present on your event day and re-organise your event hire products. Minimum Chargeable fee is £50.00

28.ON THE DAY PERSONAL CO-ORDINATION

Cost is specific to your event - to be discussed at the consultation

29.THE BUSINESS WILL NOT ATTEND - SUPPLY OR PROVIDE ANY GOODS OR SERVICES IF THE FOLLOWING HAS NOT BEEN PAID IN FULL

The Event Service Total / Damage deposit - On the dates set out within the receipt file Refunds will not be granted - if Crystal Amor do not attend your event due to non-payment

SPECIFICATION OF VENUE STYLING CONTRACT

30.REQUIREMENTS FOR THE BUSINESS STYLING SETUP

Event dressing out of hours or on a bank holiday there will be an additional charge - To be discussed at the consultation

If a catering business is organising your table ware, we will require: All linen and table ware on the tables ready for me to dress. On the time that has been prior arranged. If you are using the same function room for both your Ceremony and Reception:Arrangements with the venue, for the evening event and table wares time ready for me to come and style your event.

31. WHEN HIRING ANY OF MY DISPLAYS

There will be flowers/Foliage/ crystals / personal touches / birds / butterflies and or other decorations that have small to medium components. Each display, centre piece and further products have the following products Itemised and accounted for prior to your event.

An itemised list will be sent via email of each display prior to your event.

The number of Flowers-Foliage -Small components & products are recounted after collection. I stress NOT to let your guests REMOVE any of the items from the DISPLAYS.

My couples are advised to advice their guests that any products missing that yourselves are held responsible.

To be value price of replacement & not hire price. Including VAT & delivery from suppliers. It may deter guests from removing products if they know you will have to replace the product/products.

Anything missing will be taken from the Damage deposit.

CHANGES TO EVENT HIRE & ORDERS 32. CHANGES TO YOUR ORDERS

We reserve the right to substitute or withdraw products due to previous orders where damage has incurred.

You will be contacted immediately to discuss substitute or replacement items for your venue prior to your order being dispatched.

Items can be added to itinerary (subject to stock).

Made-To-Order / Personalised & personalised bespoke floristry purchased solely for your event cannot be altered once the 14-day cancellation period has passed.

Event floristry specifically designed & created for your event cannot be altered once the 14-day cancellation period has passed.

No refunds will be granted for goods no longer required once the contract has been signed No refunds will be issued for any items that are returned unused.

Goods that are not returned will be charged at the replacement cost not the hire cost Any sub-contract work or sub-contract hire for your event will not be eligible for adjustment or changes once the business contract has been signed by CAE & Hirer For and on behalf of the sub-contractor & its products.

DELIVERY & COLLECTIONS AGREEMENT 33.HIRE TIMES FOR DELIVERY & COLLECTION

Monday to Friday - 3 Days Hire Saturday to Monday- 4 Day Hire

34.WORKING HOURS

Monday To Friday - 9am to 6pm

35.OUT OF HOURS DELIVERY / COLLECTION & STYLING

Charged hourly rate at £15.00 - 9am to 6pm - per member of staff
Charged hourly rate at £20.00 - 6pm to 9am - charged per member of staff
Bank holidays - extra charge applies

36.TRAVEL EXPENCES

Delivery and Collection are free within a 5-mile radius (BN9 9GG)
Outside of this incurs a charge of .55p per mile travelling time
Please note this is charged on 4 journeys

INCURRED COSTS FOR DELIVERY / COLLECTION / SET-UP & TAKE-DOWN

37.INCURRED COSTS

You will receive an extra deduction of £10.00 Per Hour - Per Member of Staff for: Delay in being able to Delivery and or Style of the event at the agreed time. Delay in being able to Collect and or Take down of the event at the agreed time. Any extra work that must be carried out that has not been prior agreed by hirer & business

38.IF THE HIRER CHOOSES TO COLLECT & RETURN THEIR HIRED GOODS - DIY

If the Hirer intends to leave directly after the event finishes e.g. Honeymoon, the Hirer must inform the business of the person's name, address & telephone numbers who will be delivering the hired goods back to the business.

A separate from will need to be filled. COSTS FOR DIY WILL BE CHARGED

If goods are not delivered back to the business at agreed Date & Time a Fixed Fee - £100.00

Per Day + 25% Hire Price per item

Original Packaging - i.e. boxes / covers etc

Packed in accordance with the guidelines supplied and as collected

Failure to do so may result in breakages and therefore charges against your deposit.

Your own additional decoration must be removed. (flowers, decor etc if applicable)

EVENT CANCELLATION

39.YOUR RIGHT TO CANCEL

From the date the hirer signs The Terms & Conditions & or Declaration, the hirer will have the right to cancel the agreement within 14 days.

40.PLEASE READ CAREFULLY - DEDUCTIONS APPLY - WITHIN THE 14 DAY CANCELLATION PERIOD

If you wish not to proceed with booking my services and wish to cancel within the 14 days, you have the right to cancel my services.

However, on event cancellation you will receive deductions.

The admin & booking fee once paid are non-refundable

41.AFTER THE 14 DAY CANCELLATION PERIOD - Deductions will be made from the whole event service total whether this has been paid in full or not. The following deductions apply before a refund is granted.

Event Service Total - Minus Admin & Booking Fee

Paragraph 43 - Product Purchase Deduction

Paragraph 44 - Bespoke Order Deduction

Paragraph 45 - Fixed Fee Deduction

Paragraph 46 - Sub-Contractor Deduction

The balance remaining will incur the following deductions - Paragraph 47

The remaining balance + your deposit will be refunded.

42.PRODUCT PURCHASE DEDUCTION - 100% OF MONIES PAID OUT

Products Solely purchased for that event

The purchase price for all - Flowers - purchased for that event

The purchase price for all - Foliage - purchased for that event

The purchase price for all - Materials - purchased for that event / i.e.: (posy handles / oasis /glue / fabric material / pins/ diamanté etc

To Include vat on all purchases and postage

43. BESPOKE ORDER DEDUCTION - 100% OF MONIES PAID IN All MADE-TO-ORDER

products are non-refundable

All CUSTOMISED -products are non-refundable

All PERSONALISED -products are non-refundable

44. FIXED FEE DEDUCTIONS

A fixed fee of £100.00.00 for designing & creating your event floristry table centre pieces.

A fixed fee of £30 for designing & creating all event venue & church floristry products.

A fixed fee of £50 for time accumulation spent on Phone calls - Emails - Text etc

A fixed fee of £50 for time accumulation spent on sourcing products Expenses - Petrol

Your extra Consultation meetings & Venue Meetings - charged at £25 each

45.SUB-CONTRACTOR DEDUCTIONS

100% OF MONIES PAID OUT

Sub-Contractor service fee's / Deposit / Hire/Purchase or Made-to-Order service or product

46.THE HIRER WILL ALSO INCUR THE FOLLOWING DEDUCTIONS

The following deductions will be made from the Remaining Balance 100% - REMAINING BALANCE -100 Working Days or less to event date 50% - REMAINING BALANCE -101 TO 280 Working Days of event date 0% - REMAINING BALANCE - 281 Working Days or More of event date

47.YOU MUST COMPLY TO CANCELLATION OF YOUR EVENT

Cancellation requests will only be accepted in writing or by email.

To be effective on the date the business receives either the letter or email.

If event is being postponed, the monies paid to the business can be used for your future event.

This must be within a 12-month period from your previous event date.

A cancellation form will be given at the signing of contracts meeting

48.CHOCOLATE CONFECTIONERY ORDERS - NUT ALLERGIES & SAFETY WARNINGS.

Please note that some of my chocolates may contain or have traces of nuts or nut oils.

They may have been made alongside other products containing nuts.

The business cannot be held responsible for any issues resulting from food allergies.

Customers should also ensure that children are suitably supervised to avoid chocolates being chosen which would pose a choking risk.

This is Important for yourselves, guests & particularly children under 5 to be supervised.

If you wish to keep left over confectionary, this must be organised before I am due for collection.

It will be assumed that the confectionery is to be discarded by the business.

49.NOTES

In all circumstances the Business's Terms & Conditions & Declaration must be signed and witnessed by both parties

DATE CREATED FOR THIS BROCHURE - 27.07.2020



DECLARATION to be signed by the client & witnessed by the business owner-Julie Enwood-Crystal Amor Events

THE HIRER AGREES TO THE FOLLOWING CONTENT THAT THEY HAVE

I am the hirer shown above and reside at the above address My event is being held at the above address and above date

THE HIRER AGREES THEY HAVE FOR THE FOLLOWING DOCUMENTATION

TERMS & CONDITIONS - DECLARATION - CANCELLATION FORM - PRIVACY POLICY-LEGAL & COPYRIGHT Read the above documents sent via email before the booking appointment Read the above documents with Crystal Amor Events at the booking appointment Understood & accept its content for the hire & or services that are within the Invoice

THE HIRER AGREES AND UNDERSTANDS THE FOLLOWING

To pay 25% of the event service total to secure their event date & the products within their invoice To pay the remaining balance in the schedule provided within the wedding portfolio To pay the damage deposit - £300.00 - via paypal - 3 weeks before their event

THE HIRER AGREES TO THE FOLLOWING SHOULD THEY WISH TO CANCEL SERVICES SUPPLIED

The admin fee is non-refundable in all circumstances

The 25% booking fee is non-refundable in all circumstances

Understands there will be deductions made upon cancellation, set out within the Terms & Conditions

HIRER AGREES THAT THEY HAVE SIGNED & RECEIVED HARD COPIES OF THE BELOW DOCUMENTATION:

1 X COPY FOR THE HIRER NAMED ABOVE AND 1 X COPY FOR THE BUSINESS CRYSTAL AMOR EVENTS

THIS DECLARATION-CANCELLATION FORM-TERMS & CONDITIONS-PRIVACY NOTICE-LEGAL©RIGHT

HIRER AGREES TO RECEIVE FURTHER FORMS BY EMAIL WITHIN THEIR PERSONALISED WORK BOOK QUOTE & INVOICE - PAYMENT RECEIPTS -

FACT SHEET CLIENTS DETAILS - FACT SHEET HIRE - FACT SHEET MADE-TO-ORDER



THIS IS FOR YOUR PERUSAL ONLY - LEGAL / COPYRIGHT & ALTERATIONS

WEBSITE - THE BUSINESS

Makes no representation or warranty that the information provided, regardless of its source (the content) is accurate, complete, reliable, current or error free.

Disclaims all liability for any inaccuracy, error or incompleteness in their content.

CHANGES TO THE TERMS & CONDITIONS - THE BUSINESS

Reserve the right to update any portion of the website and services, including the Terms & conditions at any time. Such amendments are effective immediately upon notice to you, by posting the new terms & conditions.

You will also receive the new Terms & Conditions by email to let you know material amendments to the Terms & Conditions. Any use of the site or service by you after an amendment is made means you accept these amendments. Will post the most recent versions to the site and list the effective dates on the pages of our Terms of Service.

THE BUSINESS RESERVE THE RIGHT TO:

Update any of our social media sites with any new information

THE BUSINESS INTELLECTUAL PROPERTY

The site and service contain intellectual property owned by the business, including without limitation, trademarks, copyrights, proprietary information and other intellectual property as well as the business name, Logo, all designs, text, graphics other files and the selection and arrangement thereof, also termed the "look and feel". You may not modify, publish, transmit, participate in the transfer or sale of, create derivative works from, distribute, display, reproduce or perform, or in any way exploit in any format whatsoever any of the site, service, content or intellectual property, in whole or in part without the business's prior written consent.

The business reserves the right to immediately remove you from any social & site services .The business reserves the right to immediately report its findings

SEPARATE DOCUMENTATION - YOU WILL RECEIVE

3rd party Agreement if applicable / Venue Agreement if applicable



THIS IS FOR YOUR PERUSAL ONLY - YOUR PRIVACY IS MY PRIORITY

I am always committed to protecting your privacy, in all situations. Your information is used solely used to verify your identity. Your name and address and information are used solely to process orders unless your prior consent is given. Without your consent, this information will never be sold, given, rented or traded to others for purpose other than order fulfilment. Your demographic information (gender, date of birth etc) will be used for several security purposes to ensure you are who you say you are.

PRIVACY POLICY - EFFECTIVE DATE - This Privacy Policy describes

The personal information the business collects through either The business's website – social media – email –further correspondence – consultation meetings

TERMOLOGY

The Terms -

"We- Us -Our- My" - refers to - Julie Enwood and the business (Crystal Amor Events)

"Site" - refers to - https://www.crystalamorevents.com

"User - Your - You" - refers to - the site visitor, customer & any other users of the site.

PRIVACY

Use of the site, including all materials presented herein and all online services provided by the business, is subject to this Privacy Policy.

This privacy policy applies to all site visitors customers and all other users of the site. By using the site or service, you agree to this privacy policy, without modification, and

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acknowledge reading it.

INFORMATION THE BUSINESS COLLECTS

You provide directly to the business. For example,

The business collects information when you book services - Interact via social media, via website via email – interact by phone call.

INFORMATION THE BUSINESS MAY COLLECT

That you provide directly to the business - For Example, Name – Address - Zip Code – Email - Billing Address - Shipping Address - Phone Number - Payment Card Information Products Ordered - Purchase Date - Demographic Information. Any further information you may provide to the business.

INFORMATION USED FOR

<u>To provide the products and or services you request - Process transactions - Send relevant documentation - Send Confirmations & Receipts - Respond to comments, questions, requests and provide customer service - Communicate with the customer about products /services / offers & promotions - Provide news and information</u>

SHARING YOUR INFORMATION -

The business may need to share your information with third parties -Examples Sub-Contractors - Payment processing & authorisation - Fraud Protection & credit risk reduction Order fulfilment – Shipping - Marketing & promotional material distribution - Any other services designed to assist the business.

The business may also release information about "you" when legally required to do so. At the request of Government Authorities conducting an investigation or to verify or enforce compliance with the policies governing our site and applicable laws. The business takes reasonable measures to help protect information about the customer from Loss, theft, misuse and unauthorised access, disclosure, alteration and destruction.

CHILDREN

The business does not knowingly collect any personal information from children under the age of 13. If you are under the age of 18, you should use this site only with the involvement of a parent or guardian and should not submit any personal information to the business.

UPDATING INFORMATION

You may update, correct or delete your information provided to the business. All changes to be handwritten and signed and sent to the business address.

CHANGES TO THIS POLICY

The business may change this Privacy Policy from time to time.

If any changes occur the updated version will be dated within the website at the top of the page.

The business may provide you with additional notice (via email)

The business will encourage you to review the Privacy Policy whenever you visit the site.

Customers will stay informed about any information practices and the ways you can help protect your privacy.

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