

Pretty little Extras

Terms & Conditions

Quotation, Booking Fee and Payment

- A quotation for the cost of your wedding/event decor shall be sent to you after the first initial consultation.
- Quotes are valid for 14 days only. After this time if we have not received a deposit other couples will be able to book your date.
- We charge a non-refundable booking fee of 20% of the total quoted price. This ensures your date and props are then booked with us. No wedding or event is booked until the booking fee has been received.
- If for any reason you decide to cancel your wedding/event this deposit is non-refundable, if you decide to postpone your wedding we will hold this deposit until your wedding/event goes ahead.
- Payment of the booking fee is an acknowledgement of Terms and Conditions and both parties will be bound by these.
- The remainder of your wedding/event is payable 30 days prior to your wedding date.
- Payment is accepted via bank transfer only.
- Pretty Little Extras reserve the right to cancel any wedding/event, if payment is not made by this date. We are not obliged to offer any compensation for the inconvenience caused.
- No items will be offered if the final payment has not been made 1 week prior to the wedding/event date and the order will be cancelled.
- If after your final payment has been received you reduce the cost of the wedding/event you will only be refunded 50% of the cancelled items. As we will be unlikely to take a booking of value so close to an event date and may have turned work away due to the intended work load.

- Our minimum order amount is £150.00 for items you would like delivering. If you would like to collect the items directly from us the minimum order amount is £75.00.
- Should you cancel any items before the wedding/event resulting in your order not qualifying for the minimum order amount you will incur a delivery charge from DN10 4QE.

Cancellations

- Any cancellations made after the booking fee is paid and before 60 days of the event: No booking fee refundable.
- Any cancellations made between 60 days and 30 days of the booked event: No booking fee refundable and administration charge will be applicable of £50.00
- Any cancellations made between 30 days but prior to 14 days before booked event: No booking fee refundable and 40% of the final balance will be refunded.
- Any cancellations within 14 days of the booked event: No refund.

Damages/Missing items

- Charges will be made for any items that are damaged or dirty beyond fair wear and tear or anything that is missing when we come to collect the items. Replacement of goods is charged at the current purchase price. It is the customers responsibility to reclaim any of these costs from the venue if the venue is at fault. We will exercise our right to pursue you legally for non-payment of replaceable items.
- Customers are permitted to use real candles if the venue allows. However due care and attention must be taken to use candles safely and responsibly. Any burns or wax damage to the hired items will incur a charge based on the level of damage.

Consultations

- All wedding consultations will be made by appointment only.
- The initial consultation is free of charge , additional consultations in person are chargeable.

- Once your wedding/event is booked Pretty Little Extras is available for contact by phone and email at any stage to answer any questions and queries you may have.

Photographs

- Pretty Little Extras reserves the right to take photographs of the venue prior to the wedding which may be used for promotional purpose after the ceremony has taken place.
- Where possible Pretty Little Extras will use professional images of your wedding on social media and our website with credit given to your photographer.

Delivery/Set up and hire period

- Delivery is free within a 20 mile radius of DN10 4QE. Any further afield and there is a charge of 50p a mile.
- There is a minimum collection fee of £30.00 this may increase depending on location and props.
- Our styling/set up shall be calculated in your quote.
- You are welcome to arrange collection and return of the items from DN10 4QE but once they leave our premises you will be responsible for them.
- A standard order will be on hire to you for 3 days. Any extra time required may incur a surcharge, unless already discussed with Pretty Little Extras.
- If any items are not returned in the agreed time and we have not made an arrangement with you, you will be charged 50% of the three day hire value for each additional day the items are away from us.
- If items are not returned in the agreed time and this impacts another booking, you will be liable for the full value of the second booking and any delivery charges applicable.

Disclaimer

- Whilst we agree to use our reasonable endeavours to ensure that Pretty Little Extras service is fully operational and error-free we cannot guarantee this.

- Acts of god, sudden ill health and adverse weather conditions may affect our ability to deliver to your wedding venue.
- However, in such cases of adverse weather we will remain in contact with the venue in the lead up to your wedding/event. If the event is out of season we will discuss a contingency plan.
- We do have contingency plans for such occasions of ill health.
- We reserve the right to supplement and amend these Terms and conditions from time to time without consultation.
- Pretty Little Extras will not accept responsibility for damage or injury caused to persons or product as a result of this hire arrangement.
- By accepting these terms and conditions you agree that you are solely responsible for the hire items at all times throughout your hire, from acceptance or pick up of the items until you return the items or they are accepted back by Pretty Little Extras.