



BOOKING FORM

Wedding date: _____

Couple's name(s): _____

Contact phone/name: _____

Contact email: _____

Postal address: _____

Ceremony location: _____ Commencement time: _____ AM / PM

Reception location: _____ Commencement time: _____ AM / PM

Number in bridal party: _____

- Bridesmaids: _____
- Groomsmen: _____
- Special guests: _____

Ceremony and reception flowers required: Yes/No

Suppliers

Photographer: _____

Hair and makeup: _____

Cake: _____

Planner/on the day coordinator: _____

m 1300 944 040

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TERMS AND CONDITIONS

Before you confirm your booking with Jade McIntosh Flowers/White Roses Styling, please read these terms and conditions carefully. These will ensure your happiness in our quality and service. By paying a deposit, you are acknowledging that you have read and accepted these terms.

Quotations

All quotes provided are valid for 14 days. Mala Rose Events reserves the right to adjust prices in any quotation once the expiry period has passed. Items are hired on a 'first in, first served basis' and a quotation does not guarantee the availability of any or all items.

Deposits

A non-refundable booking fee of \$300 or 25% of the total of your quote (whichever is greater) is required to confirm your booking. We do not hold dates or reserve hire items without payment of a booking fee.

Invoices/Payment

The total invoice must be paid 14 working days before the event/hire date and before the pick up or delivery of any item. Invoices must be paid in full in order for the goods to be released.

If you wish to make a booking within 14 days of the event/hire, the full invoice must be paid in order for the goods to be released and your booking to be confirmed.

Mala Rose Events accepts direct deposit (**Account Details: BSB 650000 Account no. 536045004**) and credit card. Credit card is available through Stripe when clicking through on your quote, or Square if you make payment over the phone.

Please label your payment with your name and wedding date to ensure it is easily recognised and applied to your booking.

If you are paying from an international account, swift code ASLLAU2C and Australian bank swift code ANZBAU3M

All prices include GST.

Cancellations

In the event of cancellation, the booking fee will be forfeited to cover our costs. If cancellation is within six months of the event date, Mala Rose Events will make a claim toward the total balance owing, except in cases of genuine hardship. For cancellation within six months of the event date, 40% of the total remaining balance is due. For cancellation within three months of the event date, 80% of the total remaining balance will be due.

Cancellations are requested in writing via email or letter by the client/s on the invoice, with a minimum 14 days before your event/hire date.

Upon completion of the event there will be no refund of monies available from Mala Rose Events.

No refunds will be issued due to bad weather. We are not responsible for circumstances beyond our control (eg natural disasters, traffic incidents) but will use our best endeavours to mitigate and/or resolve the issue or event. In the event of any loss or damage howsoever caused by Mala Rose Events, liability is limited to refund of fees paid.

Variation of Orders

Once your booking is confirmed, you can make changes to your booking as required, up to 6 weeks before your event date.

For full service (including delivery and set-up) a minimum of \$1200 must be maintained. Alternatively, collection of florals or hire items from our studio in Carrington can be arranged at no cost and with no minimum.

All Open Day promotions where a booking fee has been matched by us are subject to a \$1200 minimum spend. Should your order fall below this any bonus credit will be forfeited.

If you wish to add hire items to your order, these are subject to availability at the time that you make this request.

No amendments are to be made within 6 weeks of your event date. Amendments beyond this point may incur additional charges or, in the case of reductions, the original costs charged, to cover any costs incurred by Mala Rose Events.

We will use our best endeavours to supply any particular flowers selected for your wedding, however on occasion some flowers may not be available from our suppliers or may fail to meet our quality standards. In these circumstances we will contact you to explain the circumstances and suggest suitable alternatives. Please note as flowers are a natural product, some variations in colour and size are unavoidable and we can not guarantee exact matches to inspiration images or fabric swatches.

All hire items are provided in used as-is condition (unless stated otherwise). As such reasonable signs of wear and tear may be visible.

Delivery/Setup

Delivery charges are quoted as a separate item on all Mala Rose Event quotes, and separated to reflect delivery, set-up/installation and collection costs. These fees will vary depending upon the distance travelled from Mala Rose Events premises, the amount of setup required, the size of the delivery vehicle required, number of staff and anticipated set-up time.

Set-up times are calculated based on our previous experience and venue knowledge. No refunds apply if set-up takes less time than anticipated. Similarly, we will not charge you additional fees if set-up takes longer on the day (subject to below conditions).

Where changes are made to your quote, set-up fees may also change.

Unless a set-up fee has been charged and agreed upon in your quote, Mala Rose Events will not be responsible for the set-up. Set-up fees quoted are only applicable to items as outlined in your Mala Rose Events quote.

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We are not responsible for the set-up of any other items (eg. your own candles, or styling items provided by a third party) unless previously agreed upon and included in your quote. Unless otherwise stated, Mala Rose Events will not accept cancellation of an order due to late delivery, nor shall it be liable for consequential damages of any kind arising out of late delivery or non-delivery.

Please provide a site contact name and number that can be called on the day of delivery. For hire orders, drop-off access must be arranged by you prior to goods arriving. In some cases help may be required to lift furniture on arrival, but is done so at your own risk.

Pick-up

There is no delivery charge for orders collected from our Studio in Carrington.

For hire orders, collection can be arranged from Mala Rose Events from the Wednesday prior to the event, unless otherwise arranged. Name/s and contact details must be provided for the person taking the goods. You must arrange a time with Mala Rose Events to ensure the warehouse is open and a staff member is present.

Orders including flowers can be collected on the afternoon before or on the morning of your event (times may be subject to staffing availability). We will provide instructions on how to care for your florals but can not be held liable for any damage or deterioration of the condition of your flowers once they leave our premises.

Hire Period

For weekend events, all prices are based hire from Wednesday – Tuesday, or any part thereof. If you require the hire times for a longer period, this can be arranged at the time of booking and will depend on the availability of the goods and be charged at an additional cost per extra day. A quote for additional hire period will be provided upon request.

In some cases, and for mid-week events, the hire period may be altered slightly. This will be indicated on your quote and will generally not result in a reduction of hire fees.

If items are not returned by the agreed return date, an additional hire fee will be charged.

Returns

It is your responsibility to ensure **all crockery, glassware and linen is CLEANED after use**, and **goods must be re-packaged exactly as delivered or you will be charged a laundering fee**. If items are not returned, or broken upon return, you may be charged a replacement fee for the item/s.

Security Bond

For all orders including hire items, your credit card details will be kept on file as security against lost or damaged items, these will be collected during your final consultation. For orders paid by direct deposit, or if your card expiry date is earlier than your event date, we will request current credit card details a minimum of 2 weeks before your event and your card will be charged \$1 to ensure your card is valid (this will be deducted from your flower order). Your Credit card details will be stored securely by Stripe/Square and not be used for any other purpose.

We will advise you of any charges against your card before they are incurred.

For any items that are lost or damaged beyond repair, the full current replacement cost will be charged. For damaged items, the cost of repair will be charged.

If an item is not returned, with no notice, it will be deemed as extended hire and you will continue to incur hire fees until the item is returned and/or we are advised of its loss.

Receipts

Whilst Mala Rose Events does its best to ensure each item has been correctly included on your quote, it is your responsibility to check the itemised quote to confirm all items you have requested are listed and that details/quantities are correct. If any item/s shown on the quote are missing from your order on the day, it is your responsibility to inform Mala Rose Events as soon as possible. We will not be liable for any damages beyond our fees due to missed items, and not liable in any way for items that may have been omitted from our quote.

Insurances

Once items have left the custody of Mala Rose Events, they are not covered by our insurance and you assume all responsibility. You are to be held liable for any damage, personal injury or loss that may occur before and during the event hire period.

Public spaces

Mala Rose Events does not accept responsibility for the approval or non-approval of Local Council Beach or Park applications. Applications to the council as well as abiding by the council rules and regulations are the sole responsibility of the client. Ensuring all outdoor/indoor event set-ups are in accordance with the Local Council, or the venues Rules and Regulations is the responsibility of the client.

I have read, signed and returned the terms and conditions below and have forwarded a deposit of \$300 to book my wedding date with Mala Rose Events

Signature: _____

Print Name: _____

Date: _____ Wedding Date: _____

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