



FLOW
OF EVENTS CO.

Terms & Conditions

"No matter what anybody tells you, words and ideas can change the world."

- John Keating

"It is incredibly empowering to know that your future is in your hands."

- Keanu Reeves

placing your order:

In order to provide a fair quote we recommend:

1. Providing us with basic information we request in order for us to gather general pricing for elements you require, before the next step. We can supply a questionnaire you can fill in to assist you.
2. Meeting in person in a mutual place e.g at the venue(this is at an additional cost), or via video call (free once off up to 60 minutes, thereafter R200 will be charged).
3. Open communication from our client with feedback in order for us to quote accurately.
4. Payment upon confirmation in order to reserve the items we need to hire in.
5. Understanding that alternative items will be used in the case whatever item becomes unavailable due to any unforeseen circumstances.

confirmation of orders:

1. Once you have received your quote from FlowofEvents the client is recommended to reserve the booking via means of payment (changes in the order is still allowed up to 2 weeks before the event on hiring goods/flowers can be changed up to 14 days prior to the event from the client's side, prices and availability is subject to change). If the order is placed within 14 days of the event we require full payment immediately.

2. The decor hire/ external rentals require 50% of their amounts to confirm the orders. This is a non-refundable deposit required within 1 month of receiving the quote.
3. Full amount is due 14 days prior to the event.
4. If third party companies require a sooner deposit we will advise and can call for payment to book your spot, if payment is not received hoods automatically becomes first come, first serve and we are not solely responsible to make alternative arrangements.
5. If individual suppliers require a confirmation deposit sooner than that, we can request this amount sooner. This amount then also falls within the separate company(ies) cancellation and refund policies e.g. if you wish to cancel and they charge 100% cancellation of paid amount, we will not be arguing their terms and conditions.
6. All prices of perishables e.g. flowers, food and beverage, etc. Remains subject to change up until the day of your event. In which case the additional amount is to be paid before the event.
7. Even though we receive a variety of decor, venue, or service quotes, all prices and availability are subject to change due to unforeseen circumstances. Alternative items will be arranged, transport costs may occur on prior notice.
8. Additional add-ons, swapping of items, or suppliers the client may require within 14 days of the event, if there is a price increase this must be paid immediately if this falls within the 14 days prior to the event.
9. NO items will be released without full payment. This counts for our services as well as any hired-in items and services from other parties.
10. A refundable holding deposit may be charged in case of breakages that may occur on goods we booked on your behalf.
11. Please make use of your reference number when you want make payment and send POP.
Reference is Your name followed with the order nr. E.g. Kayla&Chad233
12. Cash deposit orders will be charged an additional R90 to cover banking costs.
13. Our current banking details for payment:

FLOW OF EVENTS (PTY) Ltd. - NEDBANK - BRANCH 103310 - ACC NO: 1262036615

post event procedures:

1. If there are damaged items which replacement value surpasses the refundable deposit amount, it will be the client's responsibility to deposit the additional amount to us within 36 hours after the event/breakage invoice is received from the company, in order to compensate the company for replacement.
2. If the company itself is taking longer than 36 hours to advise if there was any damages, we will keep this invoice binding until they can provide us with more information. The client can then settle payment once the company advises on the amount. (some companies try to fix an item at a cheaper rate instead of just charging a replacement cost, this is a generous suggestion that can take a bit longer).
3. Client to provide their banking details (applicable to those with refund deposits) for the refundable deposit before, no more than 24 hours after the event - via email on **helena@flowofevents.co.za** or via whatsapp **0783205111 / 0686777065** whichever platform we had our most correspondence on.
4. Lost items will be returned by the client or a representative within 24 hours after the event, if the goods are not returned before then, the company will add this to their loss invoice to be settled by the refundable holding deposit, or via payment.
5. FlowofEvents & the team will not be carrying responsibility for lost or broken goods as we are contracted by you to deliver the service of placing or hiring the items or services. All damages will be charged to the client's account.
6. FlowofEvents does not carry responsibility for items broken in transport or during breakdown or setup.

7. Fines or additional fees that rise due to late breakdown or after hour transport and services will be to the client's account. Breakdown times must be communicated to us clearly upon approving a quote to calculate additional costs that may occur.
8. If the client decides to transport the goods back to the hired companies by themselves, transport must adhere to that company's standards.
9. If we supply breakdown services and you require a menu, name tag, or something sentimental to hold on to, please advise so we can hand it to venue staff who will be happy to keep it for you.
10. Someone MUST be present upon decor companies collecting their goods, please advise if you want us to be there so we can include this in our services, if it is not added on our services it remains the client's responsibility.
11. If the client and guests do not remove all flowers we will throw away all remaining florals upon breakdown, if we are not contracted to do breakdown please ask your venue to provide you with their disposal procedures.
12. Gift boxes hired must remain at the venue for return of decor, the contents must be removed by the client before they leave. Flow of Events does not take Any responsibility for missing items from the box or gift corner.

taking care of items & transport:

1. Last minute/after hour collections will be charged additionally.
2. Late return of goods will have additional charges - please arrange transport with us prior to your event.
3. Someone MUST be present with hiring companies drop off & pickup, if you are a rental client only, you will have to be present. If we do your setup we will be present for collection and drop off.
4. Goods are only hired on the day of the event, if in any case the company requires their goods the day before or after the event we must allow collection or return.
5. Rentals do not include setup and breakdown, if the hiring company comes to collect and the goods are to be removed from the tables or broken down a daily breakdown fee of R2500 will be charged.
6. Only Non-drip candles are allowed on runners/table cloths/rented tables and surfaces - please ask us to supply.
7. If the event is moved or postponed for any reason, 100% cancellation fee is charged on paid amount. We hold the rights to re-quote due to item and service availability. We can ask the suppliers on their flexibility/ability to compromise if we move the date.
8. Cutlery and plates are washed before they reach the venue, but if you wish to re-wash for hygiene purposes please advise so we can allocate someone for this role at the venue. Do NOT wash the underplates. After the event the venue MUST rinse the plates, cutlery, and glasses. Cleaning fees can occur from hiring companies for items containing food & drink. This will be deducted from the holding deposit/charged to your account.
9. Please make sure all pieces of the item is stored together & all damages are photographed.
10. All glass items must be re-wrapped the way you received it.
11. Venues do not hold responsibility for items remaining on their premises after the event. Please allow a dedicated person to check on the goods in the stored area to vouch that all goods are ready for collection. Also ensure venue is happy to accommodate over weekend storage if necessary, alternatively we have to arrange transport at an additional cost.
12. If anything is unclear we encourage you to simply reach out to us, we love assisting in creating easy flowing events and there are no silly questions. If you don't ask we won't have to opportunity to pre-arrange for solutions. If a drastic problem arises, that was not discussed with us before-hand we have the right to withdraw from decision making on your behalf.
13. Flowers freshness are guaranteed for on the day, not afterwards.

safety and security:

1. We will always comply with national rules and regulations, COVID acts (or other temporary health regulations) etc. when doing an event.
2. Our staff, goods, and means of transport remains our priority. If we must abandon our duties to flee an area in case of any disturbances that are life threatening, we hold the right to do so. NO alcohol allowed for my staff, any intoxicated persons will be send home immediately on their own cost without pay. We will request security escort them off the property or contain them until we depart.
3. Client must advise in advance what they wish us to do in the case, during the event, we spot an intoxicated guest breaking goods or behaving dangerously.
4. We do require to work in secure venues. On-site security should be standard, if the area is not safe and security is necessary, we will charge this to the client's account. In the case that the client knowingly invites us to a new and unsafe area, we can refuse service with a 100% cancellation fee - client will also be billed for any emergency services and losses incurred.
5. We require your emergency contact number as well.
6. If we are unable to breakdown any goods due to any unsafe, unrealistic, or untimely reasobn (e.g. letting us know late to do breakdown 30min before venue charge extra for additional venue hire) we will not be held responsible for additional costs incurred.

accommodation & transport:

1. Our transport is calculated between flower farms, hiring companies, and the venue. Site visit and gathering can be added additionally. If you booked breakdown services it is calculated again, and returning of decor is also calculated in. Some service providers also requires transport.
2. **The following is for when we are required to travel far where we might need accommodation at a destination wedding** (2+ hours from Cape Town) this will be charged to the client's account. We are happy to stay next to or on site of the wedding venue for ease of access, if possible. To avoid driving tired and late for safety reasons.
3. In the case the client requires us to do flowers at a destination area, please advise that the venue will accommodate us with space for flower compilation indoors.
4. One meal per day per person is perfectly fine. Staff can order a third meal on themselves if they wish. We do however request still (not tap) water be served to our team as they forget to hydrate when they are busy. This we will work into our quote.
5. We will NOT be permitted any alcohol while on the clock. During setup or coordination, kindly refrain from offering anything alcoholic.
6. No staff are allowed more than 1 glass of champagne or 1 light breeser/beer per day, any time up until the event duties are concluded. I want the staff to remain sharp and professional even when off the clock beforehand. After all duties are fulfilled they may enjoy an alcoholic beverage. We will NOT tolerate intoxicated behavior from staff, if they are found intoxicated we will dismiss them.
7. In the case that we must travel far during night hours (if the accommodation option is not offered to the team) we will charge additionally for this after hour transport to have an additional driver present for the day.
8. If we are required to fly, hire trucks, buses, trailers etc. any different or far traveling means of transport for the client's event, this will be added to the client's account accordingly.

cancellation of orders:

1. It's decent to advise all companies, who took much time to quote their clients, if the client will not be making use of their services. Please send your Cancellation through means of writing within 1 month of inquiring. If we do not receive feedback in 2 months we will be canceling the unconfirmed order automatically.
2. If the client has received a quote and has not responded since, we automatically delete the request within 2 months of sending the quote and the client is welcome to re-submit for a quote.
3. In the case that the client has already paid the deposit, Upon cancellation within 30 days of the event, 100% of the overall quote amount is non-refundable due to third party Cancellation fees.
4. If 100% of the quote amount has not yet been paid by the 14 day mark and cancellations occur due to whatever reason - client will forfeit whatever amount paid in order to cover cancellation fees.
5. The client remains responsible for all payments or cancellation fees accumulated due to third party canceling policies.
6. We Only refund what we can in the extremely unfortunate case in death of bride/groom/birthday person/immediate family. We regret that we will require the death certificate to argue on your behalf to receive deposits back from other external suppliers as far as we can. Most companies do not refund if goods already left their stores.
7. We can not hold responsibility for items broken or missing in extreme acts of God. If extreme conditions (flooding, fires, protests,lockdowns, outbreaks, or robberies, to name a few) prohibit us from reaching the venue we have the right to withdraw from the setup or breakdown with 100% cancellation as it is not our fault that we can not offer the rest of the services.
8. In the case where we must move the event to a different date (given that it is at least 2 months away) we can also re-arrange with most companies to hold our credit until we have moved the event to a following date, BUT we MUST provide a new date. They are willing to move items and venue dates over, much more reluctant to refund. We will try our best but this stays the other companies' decision.
9. Moving a date within 14 days of the event we can not refund any perishable items, hiring, venue, service providers.
10. Moving within 8 days we can not refund perisables under ANY circumstances. No other suppliers are obligated to refund anything due to short notice and loss of income.

feedback:

1. Our clients are all highly appreciated, and we cherish being part of their special occasion. We ask that they drop us any means of written reference. Even if it's just a Facebook rating. Instagram: Flowofeventsco - same for Facebook.
2. We also require the professional photos after the photographer has sent them to the client for our own use. They can email it to us or send us the link where we can download it. All photos and videos of the event going to social media we request our social handles to be tagged for recognition.
3. For constructive criticism we highly appreciate an email where our client can voice their concerns so we can learn to do better with your next big event.
4. Everything is expensive, there is a way around a budget. We can change a look to fit the budget, but we need communication in order to tick the box.
5. We tend to ask you after the event if all the goodies have been returned, refunded, or replaced. We try to send reminders when a company has not received your banking details. Please also remind us if something has not been returned/collected/refunded so we can have a look at it for you.

We hope to stay in touch! So many of my clients have become dear friends. We will be walking this road together. I hope our road is filled with bliss, where we can just go through the Flow of the event together.

Client Signature: _____ Signing Date: _____

Witness Signature: _____

FlowofEvents: _____ Signing Date: _____

we thank you for choosing flow of events.
we strive to walk hand-in-hand with our clients to have a
spectacular event.