

## TERMS AND CONDITIONS

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### ABOUT US

We, Behold Events Ltd, are a small, family run business which operate the website [www.beholdevents.co.uk](http://www.beholdevents.co.uk). Our company is registered as a Limited company in England under company number 14200030, and our registered office is Albany House, Main Street, Nocton LN4 2BH. We can be contracted via phone on 07949 947 349 or email at [hello@beholdevents.co.uk](mailto:hello@beholdevents.co.uk).

Behold Events Ltd specialises in, but is not limited to, bespoke event design and hire. We offer a personalised service from stationery to full venue dressing and accessory hire.

### CONSULTATIONS

Behold Events Ltd offer a free consultation via video call, or face to face in our office based in Nocton, Lincolnshire, where we will collate information regarding your event which will then be used to create a mood board and quotation. The consultation will last up to 60 minutes.

### PRESENTATION

Following the consultation, Behold Events Ltd will email a google slide presentation which will include a mood board, reference images and estimated quotes based on our discussion during consultation. The images used within this presentation are not owned by Behold Events Ltd and are not examples of the final design. Images used are simply a reference to ensure Behold Events Ltd understand your vision for your event.

Quotes included within the presentation are often calculated based on an estimated number of items/guests and can be amended at any point. If the cost is dependant on a specific number of items /guests, the presentation will clearly state this.

The presentations may contain links or references to non-Behold Events Ltd websites, products, services or other materials or content (Third-Party Content), such as the 'recommended suppliers' slides. Behold Events Ltd is not responsible for any Third-Party Content or the actions of those that provide or use such Third-Party Content. Any Third-Party Content is independent from Behold Events Ltd, and Behold Events Ltd has no control over the Third-Party Content. In addition, a link to any Third-Party Content does not imply that Behold Events Ltd endorses, approves of or accepts any responsibility for the Third-Party Content or its provider, or vice versa.

## PAYMENTS AND PRICING

If the client would like to book Behold Events Ltd following the presentation, a £100 non-refundable retainer is required to secure the event date. This is payable via bank transfer only and will be invoiced for both client and Behold Events Ltd records.

If your event is cancelled or postponed to a date that is unavailable for Behold Events Ltd, the £100 retainer will not be refundable and will cover any liquidating damages.

Once the full package has been agreed and a price confirmed, 50% of the full balance is payable prior to any designs being sent to print or items being ordered. The final balance (minus the £100 retainer) is due 30 days prior to the agreed event date.

For Bookings made within 30 Business Days of the Event, full payment must be made at the time of the Booking.

Behold Events Ltd may cancel without notice any Bookings not paid for in full before the start of the Event to which it relates.

Please note, by placing any order with us, you confirm that you are at least 18 years old and are legally capable of entering into binding contracts.

## THE DESIGN

Once the retainer fee has been received, Behold Events Ltd will start the design process. Bespoke designs can take up to 4 weeks, dependant on the complexity.

All designs created by Behold Events Ltd are bespoke and adaptable. They will not be sent to print until the client is happy with the final design. We offer an unlimited amount of amendments during the design process.

## REFUNDS, RETURNS AND REPRINTS

Once both parties are happy with the design, a PDF copy will be sent to the client via email. It is the client's responsibility to proof read the final product. Once confirmed, Behold Events Ltd will not take responsibility for typing errors.

Any reprints required following this stage will be payable in full by the client.

It is recommended that extra invitations are sent to print in the first instance. If extra invitations are required following print, the client will be responsible for the printing costs, plus any additional time required for Behold Events Ltd to assist.

Behold Events Ltd offer a variety of upgrades to design packages. Prices included on the presentation are calculated based on the estimated number of items required. Prices may be adjusted during the design process. The presentation will make this clear.

## ON THE DAY

If delivery, setup and collection is included in your quote, it will clearly state on your quotation and invoice. Costs are calculated based on travel time, mileage and a pre-defined time to setup the event as designed.

Behold Events Ltd offer an on the day coordination package. The terms of this package will be discussed upon enquiry. On the day coordination is not included within the venue dressing packages.

Behold Events Ltd agrees to use its reasonable endeavours to deliver the Event in conformity with the Booking and these terms and conditions.

Behold Events Ltd will also comply with any additional customer requirements which is set out in the schedule, if any.

## HIREABLES

The hire fee shown on your quote will include the hire of the product, delivery, collection and cleaning charges.

When you place an order for a Product, you authorise Behold Events Ltd to raise and issue an invoice for the Hire Fee.

The client is responsible for the any damages to hired items and Behold Events Ltd reserves the right to request a refundable damage deposit if they feel appropriate.

Our signage package includes easel hire. Please note, the easels included within the package are our standard wooden easels, images available on request. If specific easels are required, additional costs may apply.

## FEEDBACK AND COMMENTS

By sending Behold Events Ltd any feedback, ideas, suggestions, documents or proposals, you grant to us an irrevocable, non-exclusive, royalty-free, perpetual, worldwide license to use, modify, prepare derivative works of, publish, distribute, sublicense and otherwise exploit the Feedback, and you waive all moral rights in the Feedback which may be available to you in any part of the world and confirm that no such rights have been asserted. You represent and warrant that the Feedback does not contain any confidential or proprietary information of any third party, and that Behold Events Ltd may use your Feedback without restriction or obligation to you or any third party.

## LAW AND JURISDICTION

Contracts for the purchase of products through Behold Events Ltd and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) will be governed by English Law. Any dispute or claim arising out of or in connection with such contracts or their formation (including non-contractual disputes or claims) will be subject to the exclusive jurisdiction of the Courts of England and Wales.

## YOUR DATA

Behold Events will only use your contact details to discuss your orders and enquiries with you and does not sell your information onto third parties.

We may send follow up emails to you after meeting at a fair or event or once you have contacted us with an interest for further information on our services.

If you wish to view the information that we hold on you, please contact us either by email or telephone. Once we have confirmed your identity we can provide the data requested. Please inform us if you wish to rectify or erase any of your data.

Each party shall comply with its respective obligations and may exercise its respective rights in accordance with Data Protection Laws.

## CODE OF CONDUCT

The Behold Events Code of Conduct is one of the ways we put our values into practice. It is an agreement that everything we do whilst working on behalf of Behold Events Ltd will follow our company values.

Where possible we will support small, ethical and local businesses. We will strive to use suppliers who agree with our ethics. We are always looking to improve our environmental impact and will strive to always improve our carbon footprint.

All those working on behalf of Behold Events Ltd will agree to work alongside our terms and conditions and ensure the workplace environment is free from any harassment, prejudice and unlawful behaviour.

