



Terms and Conditions:

1. Designer Collective / Jade' Customised Events/Design a bloom provides the services described on the client invoice and stated in the package specifications. Jade' Customised Events/Design a bloom /Designer Collective & the undersigned are subject to these terms and conditions.
2. **Hiring/Rentals/Delivery/Collection:**
 - 2.1 All rented equipment hired from various suppliers remains the property of that supplier. The undersigned is therefore liable for any costs incurred at the event/wedding due to items being damaged, broken, lost or extra costs incurred during date change or wedding cancellation.
 - 2.2 All rented/hired equipment will be booked under the name of the client, and therefore does not make Designer Collective/ Jade' Customised Events/Design a bloom liable for any expenses due to breakage, damage or loss for that specific event.
 - 2.3 Designer Collective / Jade' Customised Events/Design a bloom will not be held responsible for any loss, damage, or broken items hired by the undersigned through our services for that specific event.
 - 2.4 As soon as delivery has been made of the specific décor items, it then becomes the responsibility of the client, and the client is therefore liable as depicted above in 2.1.
 - 2.5 Designer Collective/Jade' Customised Events/Design a bloom will not be held financially liable for any price increases of any supplier. (I.e. Venue, flowers, food, décor, photography, videography, cakes, marriage officer, DJ, lighting, tents etc.) The financial cost will therefore become the responsibility of the client. Designer Collective/ Jade' Customised Events/Design a bloom therefore advises clients to be aware of price escalations over one, two or three...year periods, depending on your event date and will work hard to make every effort to ensure that escalations are factored.
 - 2.6 Industry standard cost escalations are generally 10%.
 - 2.7 Price escalation costing as presented in 2.6 will be discussed with clients and Designer Collective/ Jade' Customised Events/Design a bloom will bring to their attention of any foreseen costs to the best of their knowledge at the time. Although, cannot be held liable should any respective supplier have withheld any increase knowledge.
 - 2.8 All delivery/set-up/breakdown/collection services at ,midnight/Sundays/Public holidays are not included in hiring prices and will be added onto the overall décor budget breakdown provided by Designer Collective /Jade' Customised Events/Design a bloom.



- 2.9 Delivery/ Collection/ Set-up and Breakdown for venues based outside of the Cape Town/Winelands region, will require set-up and breakdown crew, along with stylist accommodation for 2 nights.
- 2.10 The accommodation proposed in 2.9 will be specified by the planner, and must either be booked by the client OR an invoice sent to the client in Lieu of the accommodation booked and paid for.
- 2.11 Items hired will not be delivered unless full payment is made 14 days prior to the event date, or otherwise specified on décor breakdown.
- 2.12 Should payment therefore be made after the 14 day period or specified date, we can no longer guarantee that the specific stock items will be available for the wedding date.
- 2.13 Should specific payment dates not be adhered to; proposed décor items during mock up sessions or discussions can therefore not be guaranteed in terms of availability and substitutions will therefore need to be presented to the client and considered for rework of design proposed.
- 2.14 Should the timeframe be too short to consult the client for substitution options; clients will waiver the selection of the substitution to that of the planner/stylist. Which the planner/stylist will make the best substitution in the interest of the client.
- 2.15 Cancellation of hired items can result in deposits/booking fees being forfeited and is at the discretion of the supplier, and subject to the suppliers' terms and conditions. Designer Collective / Jade' Customised Events/Design a bloom will not be liable for refunding these deposits/booking fees and will be at the expense of the undersigned.
- 3. Deposits/Payment/booking fees:**
- 3.1 Designer Collective / Jade' Customised Events/Design a bloom requires a 50 % non-refundable deposit/booking fee of the planning/styling package selected to secure the wedding date selected.
- 3.2 Designer Collective /Jade' Customised Events/Design a bloom requires a 50% non-refundable deposit/booking fee of the overall décor and flowers breakdown to secure the selected items for the wedding date selected.
- 3.3 Designer Collective / Jade' Customised Events/Design a bloom will only pencil in a wedding date for 5 working days from the date of enquiry, pending deposit payment of selected package. Should the deposit not reflect in Designer Collective /Jade' Customised Events/Design a bloom account OR valid POP sent, the date remains open to be booked. (Although clients making the initial date booking, will have first preference and identified of the additional enquiry as best as possible)



- 3.4 Designer Collective / Jade' Customised Events/Design a bloom will not be liable to refund the securing deposit/booking fee should the event/function be cancelled / postponed.
- 3.5 In the event of a postponement, the client could be liable to pay any additional price increases which may have been implemented over the annual season package escalation period.
- 3.6 Designer Collective / Jade' Customised Events/Design a bloom reserves the right to request 100% deposit/booking fee for particular services and is totally dependent on the package and/or service selected OR services already rendered before cancellation OR postponement up to a month before the event.
- 3.7 Work done and hours will be calculated which will be presented and invoiced for accordingly in the case of 3.6.
- 3.8 No "Horse trading" will be tolerated, and is in breach of section 4.2 & 4.4. Should this occur, Designer Collective/ Jade' Customised Events/Design a bloom has the right to withdraw from the event and will not be obligated to refund any deposits/booking fees or payments made. In turn and at the planners' discretion, the client is liable to pay for services rendered up until that point.
- 3.9 A holding deposit/booking fee/refundable deposit will be required at the discretion of the suppliers and Designer Collective / Jade' Customised Events/Design a bloom. This deposit will be proportionate to the total cost of that which is being hired. This deposit will be refundable if no loss or damage was incurred; or if it is a non-refundable deposit, will be credited off the total cost. This will vary depending on the supplier's terms and conditions and will be referred on the overall budget breakdown supplied by Designer Collective / Jade' Customised Events/Design a bloom as "refundable deposit".
- 3.10 Designer Collective / Jade' Customised Events/Design a bloom reserves the right not to deliver their services on the grounds that full payment has not been made 14 days prior to the event date or otherwise specified.
- 3.11 All Balance amendments in terms of guest count will therefore need to be submitted for finalisation on the timeframe specified in 3.10. Orders will be locked down in terms of price for that guest capacity and is therefore no longer refundable.
- 3.12 Designer Collective /Jade' Customised Events/Design a bloom reserves the right to withhold any deposit/booking fee made. Should there be a cancellation of services OR breach of contract; the deposit/booking fee will under no circumstance be refunded back to the client.
- 3.13 Designer Collective / Jade' Customised Events/Design a bloom reserves the right to alter their pricing structure at any time relative to the needs of the bride/client. The



bride/client will be notified should there be any change, and will be discussed and agreed upon between both parties.

- 3.14 We accept only EFT transfers. No cash/credit cards or cheques are accepted; unless approved by the planner and method agreed upon between both parties.
- 3.15 All international payment banking charges will need to be carried by the client, and not part of the deposits paid to Designer Collective / Jade Customised Events/Design a bloom.
- 3.16 All prices are subject to change according to stock amounts and/or availability of stock.
- 3.17 Should wedding postponements occur, all stock prices are subject to change, and original stock availability can change, and can therefore not be the responsibility of the planner should items no longer be available, with substitutions then being proposed by the planner/stylist.
- 3.18 Designer Collective / Jade' Customised Events/Design a bloom are not VAT registered.
- 3.19 Designer Collective / Jade' Customised Events/Design a bloom holds the right to retain all information, designs, images, ideas and details of suppliers and dealers in the wedding industry, and remains the intellectual property of the company.
- 3.20 In the event of Covid postponements, Designer Collective / Jade Customised Events/Design a Bloom with not refund any non-refundable booking fees, as these cover a tracking of work and hours logged during the planning period. We will however honour the booking fee for a newly postponed date.
- 3.21 Couples are required to give Designer Collective / Jade Customised Events/Design a Bloom 3 postponed date options so as to ensure we can come to an agreement on a new date that suits all parties and can ensure we can provide our agreed upon service.

4. Consultations (part 1):

- 4.1 Initial consultations are limited to one (1) hour only and are free of charge. Anything after one (1) hour is subject to a R450 charge.
- 4.2 All discussions and ideas presented in the initial consultation remain the intellectual property of Designer Collective / Jade' Customised Events/Design a bloom, and cannot be reused in consultations with other event planners.



- 4.3 Should Designer Collective/ Jade Customised Events/Design a bloom find out that there is a breach of 4.2; an invoice will be sent accordingly for use of intellectual property of designs.
- 4.4 Should a mock be required/delivered during an initial consultation and clients do not utilise Designer Collective / Jade' Customised Events/Design a bloom as their stylist after a mock up or design meeting, a design fee/administration fee will be charged in lieu of hours spent. (R450 per hour together with the cost of the flowers and hired items for the design.)
- 4.5 Table mock-ups will be at an extra fee to the client (Unless it is specified as part of their design package selected), and is to be paid into the bank account of Designer Collective / Jade' Customised Events/Design a bloom 48 hours before the commencement of the mock up. This covers flower and décor costs. Designer Collective/ Jade' Customised Events/Design a bloom reserves the right to not proceed with the mock-up should the mock up fee not be paid within the desired time frame.
- 4.6 No photographs are to be taken during a mock up session. The design and décor of the table remains the intellectual property of Designer Collective / Jade' Customised Events/Design a bloom up until the wedding/function date.
- 4.7 Photos of the mock up will be taken by the stylist and will be presented as a décor concept document to the client after the mock up.
- 4.8 Should any designs be duplicated in a wedding which was not rendered by Designer Collective / Jade' Customised Events/Design a bloom, but created by Designer Collective / Jade' Customised Events/Design a bloom; then this will be subject to a total costing of intellectual property used.
- 4.9 Designer Collective /Jade' Customised Events/Design a bloom has the right to utilise any images of décor taken from weddings performed for their website or advertising media. Should clients have specific confidentiality requirements in this retrospect, they are to address their request in an email so as to withhold these Images.
- 4.10 Any photos utilised after the wedding
- 4.11 All consultations/designs and work over and above the initial consultation will only commence upon receipt of deposit of the package chosen and submission of the signed T&C's.
- 4.12 Designer Collective / Jade' Customised Events'/Design a bloom working hours are:
Mon-Thurs: 09h00 – 16h00
Friday: 09h00-16h00 (Or event dependant)



Our office hours are by appointment only and are subject to availability due to functions set-up/breakdown.

Should clients require meetings outside of the above mentioned working hours; this must first be confirmed with the coordinator and according to their availability. Should Designer Collective /Jade' Customised Events/Design a bloom not be able to fulfil a date within this time frame, then a complimentary after hours appointment can be arranged. Should the client without discussion or arrangements not be available during the specified hours or miss an appointment scheduled, a fee of R450 per hour is chargeable to the client.

- 4.13 Consultations can take place face to face, e-mail, over the phone or for international clients, Skype. After the initial consultation the method of communication will be established. Once the deposit has been paid and arranged accordingly. Although other forms of communication can be used, they are still subject to an arranged appointment time between the coordinator and the client.
- 4.14 All communication and decisions are to be relayed and addressed via email correspondence only so as to have a paper trail for both planner/stylist and client. NO decisions will be considered and secured over whatsapp, sms and/telephonic discussions.
- 4.15 Due to the nature of the industry and the fact that events allow us not to be able to answer our phones, it is requested that all communication be channelled through email correspondence and will be answered as soon as staff are back in the office.
- 4.16 The package chosen determines the number of consultations a client receives upon the acceptance of Designer Collective / Jade' Customised Events' services/Design a bloom, and is subject to their deposit paid and specifications of the package built around the style of wedding.
- 4.17 One consultation is equivalent to 1 hour. In the event that a meeting takes 2 hours, then a second consultation slot is forfeited.

4.2 Consultations and overtime (Part 2):

4.2.1 Consultations are by appointment only and subject to planner/Stylist availability.

4.2.2 Any consultations/calls after hours will only be accommodated if pre – arranged between the client and planner/Stylist.

4.2.3 Upon selecting Designer Collective / Jade' Customised Events/Design a bloom as your service provider, the package selection will include follow up appointments to the initial complimentary appointment as specified in each package. Any additional appointment's that need to be made



over and above that which is specified, will be at the discretion of the planner/Stylist; and will only be at an additional fee to the client of R450 per hour, if it is a request made even after all agreed upon services have been performed.

5. Death, loss or injury:

- 5.1 Designer Collective /Jade' Customised Events will not be held responsible for any death, loss or injury incurred at any function or venue.
- 5.2 Children at events are the responsibility of their parents and/or caregivers. This should be organised by the client. Should Designer Collective/ Jade' Customised Events/Design a bloom be asked to advise on a reputable service; No death, loss or injury of a child will be the responsibility of Designer Collective /Jade' Customised Events/Design a bloom.
- 5.3 Designer Collective /Jade' Customised Events/Design a bloom will therefore not be financially or physically responsible for any client, guests or children of any function or event booked through the company.
- 5.4 Designer Collective /Jade' Customised Events/Design a bloom will not be financially or physically responsible for any personal items at an event or venue, and is at the risk of the client and/or guests concerned.
- 5.5 Designer Collective /Jade' Customised Events/Design a bloom will not handle any gifts at a wedding and will therefore not touch/remove any gifts on clients' behalf. It is therefore the responsibility of the client to remove their own gifts for safe keeping.
- 5.6 Designer Collective /Jade Customised Events/Design a bloom, is not responsible for the delivery/collection/setup OR breakdown of any items provided by a client which has not been previously arranged by the client with the planner/stylist.
- 5.7 In the event that 5.6 has been arranged with the planner/stylist, Designer Collective /Jade Customised Events/Design a bloom will not be held liable for any breakdown of the items or additional transport, along with any damages that might occur. All items will therefore be left at the venue for clients to collect accordingly.
- 5.8 Should tiers of wedding cakes be required to be kept after a wedding. It is the responsibility of the client to select someone to remove the wedding cake the night of the wedding. Designer Collective/ Jade Customised Events/Design a bloom cannot be held liable for cake thrown away by venues the day after a wedding.
- 5.9 Flowers wanting to be kept by clients after the wedding need to remove all floral detail the night of the wedding. That which is left behind, if not arranged with the stylist to be kept, will be disposed of the day after the wedding, due to venues having events the next day.



6. Stationery/Flowers:

- 6.1 Designer Collective / Jade' Customised Events/Design a bloom utilise a preferred outsourced stationery supplier for the designs work of their clients.
- 6.2 Clients are allowed to also utilise their own stationery service providers, but will be at the risk of the client, and Designer Collective/ Jade' Customised Events/Design a bloom takes no responsibility for the final outcome.
- 6.3 Should our preferred stationery supplier be selected Designer Collective /Jade' Customised Events/Design a bloom will not be held liable for any mistakes made on final printed copies of any stationery i.e. invitations, save the dates, thank you, menu's, table plans, name tags, wedding favours etc. It is therefore in the best interest of the client to double check all wording and spelling before submitting final drafts to the coordinator and/or designer.
- 6.4 All wording drafts sent to our preferred stationery supplier is requested in and open Word document, which will be copied and pasted into the designs. It is therefore the responsibility of the client to double check their information submitted.
- 6.5 Designer Collective / Jade' Customised Events/Design a bloom will therefore not be held financially liable for any mistakes made; any corrections that need to be made will be at the cost of the client concerned.
- 6.6 Flower arrangements that have been confirmed and approved by the client during the final mock up session is finalised and cannot be changed, unless otherwise agreed upon.
- 6.7 If the client does want to change the flower arrangement and request an additional mock up after it has been approved, this will be at an extra cost and charged accordingly at the discretion of the planner/stylist during a second mock up session.
- 6.8 Flower availability is subject to change according to seasons and weather/unforeseen circumstances. This could influence the arrangement and cost of that arrangement. Prices are therefore subject to change. All changes in flowers/prices will be discussed with the client before the event and will require a signed approval for that particular change.
- 6.9 Designer Collective / Jade' Customised Events/Design a bloom will try their best to source the papers and flowers that the clients request, but should this not be possible to source, then this does not remain the responsibility of the Designer Collective/ Jade' Customised Events/Design a bloom service offering. Alternative recommendations will be made and agreed upon together.
- 6.10 Should a change in floral availability occur at a late hour where discussion for change is not possible, the client waives their right for Designer Collective/ Jade'



Customised Events/Design a bloom to make the call for a plan B option, that will be subject to an exact value swop and is also made in the best interest of the client and the overall look and design.

6.11 All plan B options for ceremony, pre drinks, reception set-ups and décor/flowers due to weather or any other acts of God can be implemented by Designer Collective /Jade' Customised Events/Design a bloom up until the final hour before the event/wedding proceedings. All Plan B options will be discussed as far as possible, but should the need arise on the day without prior discussion, the client waives their right for Designer Collective/ Jade' Customised Events/Design a bloom to make the executive decision that will act in their best interest for the day.

7. Staff and Assistance:

7.1 Staff and Assistance will be an over and above charge and is subject to the event/wedding/function size. (To be discussed in the meetings and depicted in the final quote breakdown)

7.2 Staff and assistance offered can be considered as: barmen, waiters, set-up and breakdown staff, clean up staff etc.

7.3 Please note, breakdown is not clean up. Should a venue not provide clean up services, then Designer Collective/ Jade Customised Events/Design a bloom is to be notified and a clean-up fee will be charged for separately to that of a breakdown fee.

7.4 All packages depicted are service fees, and therefore do not include the décor and floral compliment. This breakdown will be given over and above, after the mock up session has been performed and approved.

7.5 Additional staffing for set-up, breakdown and travel will also be at an additional fee and factored into the overall décor breakdown.

8. Services not included: (Unless specified and agreed upon by coordinator)

8.1 RSVP management of Invitations.

8.2 Personalised serving of food to guests/parents.

8.3 Honeymoon arrangements.

8.4 Honeymoon suite arrangements.

8.5 MC Speech Writing.

8.6 Delivery of invitations/Thank you's.

8.7 Looking after children.

8.8 Keeping wedding rings/bands.



9. The value we provide:

- 9.1 Designer Collective/Jade' Customised Events/Design a bloom takes pride in providing services which gives brides functions options. Part décor items and service providers are outsourced, with the décor, floral and lighting aspects being provided in house. Essentially providing brides with a large number of choices which are not budget restricting, and also allowing clients the peace of mind that they are working with one service company that understands their vision in totality.
- 9.1 Floral designs/lighting and flowers are provided in house, and is designed accordingly to a décor styling process and according to our clients' specifications. This allows clients a single brief and vision approach minimising miscommunication.
- 9.2 All décor proposals are tailor-made to the needs of the client, and will be worked around the budget of each client.
- 9.3 Designer Collective /Jade' Customised Events/Design a bloom takes no responsibility for service providers' service delivery or lack thereof. We will manage them to the best of our ability but will not be held liable for their misconduct should this arise. It is therefore imperative that brides follow each planner's/stylists guidelines and recommendations so as to avoid disappointment.
- 9.4 Designer Collective /Jade' Customised events/Design a bloom will only make use of their list of suppliers, so as to ensure the client gets the best level of service delivery and quality. Designer Collective/ Jade' Customised Events/Design a bloom therefore withholds the right to not use a supplier suggested by the client if the planner/Stylist is not comfortable with a supplier's service level or quality.

10 Confidentiality:

- 10.1 No ideas, sketches, pictures or designs may be utilised for any other function not performed by Designer Collective /Jade' Customised Events/Design a bloom. All ideas remain the intellectual property of the coordinator/stylist and confidentiality is enforced.
- 10.2 Should Breach of section 10.1 occur, Designer Collective / Jade' Customised Events/design a bloom withholds the right to charge for designs and concepts used directly to the client, and can too withhold any deposits OR booking fee's paid.
- 10.3 Designer Collective /Jade' Customised Events/design a bloom enforces confidentiality of ideas, sketches, pictures and designs of the bride/client. This will not be discussed with other brides/clients and is only able to be used as examples after the wedding/event is completed. Clients permit Designer Collective/ Jade' Customised



Events/design to therefore use all imagery taken during the wedding/event of any designs to be displayed as examples.

11 Discounts:

11.1 Discounts will only be awarded to clients at the discretion of the coordinator/discretion, and where he/she feels it is necessary & is based on merit.

11.2 Promotions are also at the discretion of the planner/stylist.

12 Transport & Accommodation:

12.1 Any wedding occurring outside of the Southern Suburbs, Stellenbosch, Paarl, wellington region, will be subject to accommodation needing to be provided for the planner/stylist and crew for the evening before and evening of the wedding/event. After the venue viewing, the distance will be discussed between planner/stylist and client and will be specified accordingly.

12.2 Designer Collective/ Jade' Customised Events/Design a bloom will not be liable to pay or advance any monies for accommodation and transport costs. The client is to pay this upfront before the event.

13. Force Majeure:

13.1 Should Designer Collective /Jade' Customised Events/Design a bloom due to unforeseen circumstances not be able to deliver the planning/styling service selected, The service will then be outsourced and provided to the client with the exact monetary value and service specifications booked through Designer Collective /Jade' Customised Events/Design a bloom.

13.2 Flower availability is subject to change according to seasons and weather/unforeseen circumstances. This could influence the arrangement and cost of that arrangement. Prices are therefore subject to change. All changes in flowers/prices will be discussed with the client before the event and will require a signed approval for that particular change. (Unless as in the case of 6.10 and 6.11)

13.3 Ceremony, pre drinks, reception changes due to weather will be at the discretion of the planner, and could possibly need to be made without the approval of the client due to time constraints before the event commences. Although as far as possible the client will be consulted, and decisions will always be made in the best interest of the client.



13.4 Contingency plans for each wedding will be discussed in depth with each client, and will be tailored according to that specific event. Quotations, with payment plans and strategies will be discussed in depth and is not the financial responsibility of Designer Collective / Jade' Customised Events/Design a bloom.

14. Acceptance of terms and conditions:

- 14.1 Designer Collective / Jade' Customised Events/Design a bloom reserves the right to not continue service delivery for any client if he/she has not signed the terms & conditions in acceptance of the service delivery outline.
- 14.2 Designer Collective / Jade' Customised Events/Design a bloom Terms and Conditions apply regardless of whether it is not signed by the client engaging in our service offering.
- 14.3 Designer Collective / Jade Customised Events/ Design a bloom Terms and Conditions are automatically agreed to once Deposit has been paid to secure a package or service offering.
- 14.4 Each page is to be initialled and completed with a full signature.
- 14.5 Terms and conditions must be printed, signed and emailed back to info@jcevents.co.za/info@designercollective.co.za
- 14.6 Terms and conditions are subject to change and an updated copy will be placed online. (www.designercollective.co.za). Clients are advised to always make sure they have an updated version of the terms and conditions.
- 14.7 Terms and Conditions apply.

I (_____) the undersigned agree to the Terms and Conditions above specified by Jade Customised Events/Design a bloom.

(Signature)

(Date)

(Name Printed)

(ID Number)

(Contact Number)

(E-mail Address)

Initial _____
