

Terms & Conditions

All quotes are valid for thirty (30) calendar days from the date of production. After this date, a new quote will be issued on request. Additionally, any special offers or discounts from the original quote maybe forfeited at Festoon Lighting Perth's discretion. By depositing any money into our account, you are agreeing to the terms and conditions laid hereafter.

OWNERSHIP

The equipment supplied for hire remains at all times the property of Festoon Lighting Perth.

CHARGES AND TERMS

The price shall be as indicated on invoices provided by Festoon Lighting Perth to the client in respect of the Goods Supplied. The price shall be increased by the amount of any GST and other taxes and duties which may be applicable, except to the extent that such taxes are expressly included in any quotation given by Festoon Lighting Perth.

Once the booking has been made, any amendments to the quote may incur a fee. Furthermore, any money already deposited in the above-named bank account is non-refundable and will be retained by Festoon even if the adjustments come to less than money paid.

It is the client's responsibility to check that all items listed on their invoice are correct and to notify Festoon Lighting Perth of any errors prior to payment of the final money owed. Festoon Lighting Perth takes no responsibility for errors which occur as a result of a failure to do so.

The client is liable for the full cost of any custom orders Festoon Lighting Perth makes on their behalf should they then choose not to use the said items.

It is the client's responsibility to liaise with the venue for the most suitable installation and dismantle times. In the event that amendments are made to installation or dismantle times additional charges may occur.

In the event that additional products or labour is required to complete a job an amendment invoice will be sent, and Festoon Lighting Perth reserve the right to recover these costs by any means necessary. Travel charges may be applicable.

Festoon Lighting Perth is not responsible for any other power supply or maintenance unless specified on the quote.

Festoon Lighting Perth is not responsible to remove some venues pre-existing lights in order to install lighting unless specified on the quote, it is the client's responsibility to liaise with the venue and gain written permission for such activity.

Festoon Lighting Perth reserves the right to amend or revise its rate or prices without notice.

PAYMENT TERMS

A non-refundable deposit of twenty percent (20%) of your overall bill is required to book our services and/or stock for the date quoted. The remaining balance of your bill is due for settlement fourteen (14) days prior to the event date unless otherwise specified by Festoon Lighting Perth.

DEFAULT AND CONSEQUENCES OF DEFAULT

If the Client owes Festoon Lighting Perth any money, the Client shall indemnify Festoon Lighting Perth from and against all costs and disbursements incurred by Festoon Lighting Perth in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, Festoon Lighting Perth's collection agency costs, and bank dishonour fees).

CLIENTS OBLIGATIONS

The Client:

1. Accepts responsibility for the equipment hired from the time of installation until collection.
2. Must ensure equipment is supervised or securely stored from the time of installation until collection.
3. Must not attempt to dismantle or alter lighting post installation. (If changes are made to installation or dismantle times please contact your Event Manager).

LOSS OR DAMAGES TO EQUIPMENT

In the event that stock is damaged, Festoon Lighting Perth reserves the right to recover any additional costs by any and all means necessary. The client accepts full responsibility to compensate the owner for the value of the equipment or parts thereof which may be lost or stolen from the time of commencement of hire or installation whichever is earlier until the equipment is collected.

BAD WEATHER CONDITIONS

Festoon Lighting Perth reserves the right to refuse to install lighting for any outdoor event in the case of bad weather where products are not weatherproof, or conditions are deemed unsafe. Festoon Lighting will do all things reasonable to relocate the lighting to an alternate location or use alternative waterproof products as per the client's preference. Bookings made with Festoon Lighting Perth are non-refundable should an outdoor event be cancelled due to bad/severe weather however the client can reschedule the event within a 3-month period, subject to availability.

CANCELLATION OF BOOKING

Cancellation of a booking for any reason will incur the following penalties;

1. A non-refundable deposit of 20% (twenty percent) of your overall bill is required to book our services and/or stock for the date quoted.
2. Bookings cancelled less than 5 days before the installation date will be charged at the full invoice amount unless otherwise specified by Festoon Lighting Perth.
3. Changes requested less than 3 days from the delivery date will be limited to additions only.

Any exceptions to this policy will be at the discretion of Festoon Lighting Perth and reliant upon proof that the event is neither taking place or been re-scheduled for a future date or already taken place. Under circumstances where an event is to be re-scheduled rather than cancelled (not bad weather related), a client may request that a booking be suspended for 1 (one) calendar month (unless an additional timeframe is approved by Festoon Lighting Perth) while alternative arrangements are made. In these cases, Festoon Lighting Perth will endeavour to accommodate any change in date and venue. Should Festoon Lighting Perth not be able to accommodate the change, our normal cancellation policy will apply.