



TERMS & CONDITION'S OF BOOKING SERVICES, FLORAL'S, HIRE & EDUCATION

STYLING

We like to concentrate and give our full attention to our clients and as such we set a maximum amount of weddings each day. Due to this we require a 25% non-refundable retainer of the overall booking amount. This is securing our services, covers your styling concept and creation and administration required to secure your booking and this component of your quotation is completed upon your initial quote acceptance and is strictly non-refundable. As we also use additional companies for sub hire of some styling components these deposits are payable in addition to our own and the customer accepts all liability for the hire of these items. When custom ordering goods we will let you know the balance due in order to allow sufficient manufacturing or ordering of these goods. Once this payment is made and the order has been placed this payment is not refundable or reducible on decrease in numbers higher then 10% you are committing to the spend of your quoted total and we are removing our services from other possible bookings based on the size and requirements for your wedding day.

Care of Products - Once goods have been set and room checked prior to departure by Ivy & Bleu the responsibility of all goods becomes the hirers.

No refund is offered if goods or services are unable to be utilised due to circumstances out of our control ie. weather. Ivy & Bleu Events will always endeavour to cater for revised plans however in the event of weather, act of god or inappropriate setup areas we may hold back our hire items due to possible loss, damage or safety to staff, venue or guests. If hirer has any issues whatsoever these must be raised and address prior to staffing leaving site or prior to event starting. No refunds or change of goods will be allowed once event has started or Ivy & Bleu staff have departed. For goods sub hired from our providers you agree to the terms and conditions of their specific hire which will be provided to you for reference - in the event of any damage to these items you will accept responsibility of those invoices for direct payment. If additional staffing is required due to weather etc you will be provided a price at the time and payment is due before execution.

Styling Concept & Creation versus On The Day Setup - Styling concept & creation is the intellectual property of Ivy & Bleu and includes our styling design whether past or present. This has a small allocation for staffing however based on the individual booking components staffing is charged at the rates and surcharges mentioned below under all bookings. On the Day Setup is for hire of small items provided either by yourself or hired from our For Hire section. This is limited to small setups like runners, candles, styling/stationery, placecards and/or florals and does not extend to setups including large scale staffing or design requirements like cutlery, charger plates, napkins, linens etc. It does not require bump out or return at end of event. Your styling consultant or our admin team will assist in selecting which package is applicable to your booking.



Floristry

Our floral services are subject to the same non refundable deposit as above. We are removing our services from future bookings based on the size and requirements for your specific day. Your retainer covers this in addition to the consultation and administration time insured by the business. Your retainer is strictly non refundable.

Please bear in mind we are working with a product of mother nature. We will always endeavour to provide any dream florals however cannot guarantee specific flowers or availability. Seasonal & weather changes can mean changes in products size, shape and texture. Ivy & Bleu cannot control this and will use our experience to manage this as required. If products are not available we will substitute to the closest alternative. We do not guarantee any specific product. If you have a particular requirement, request, like or dislike this must be noted and provided in writing.

Fresh florals are yours to take either evening of event or next morning. We can provide a service at additional cost to remove and bunch florals for yourself or guests to take home. Please note some venues will require us to remove all florals if not collected prior to our arrival to bump out. Vessels like ceramic bud vases & vessels, brass & glass vases etc are a hire item only. If you take these home or your guests accidentally remove after the event we require these to be returned to Ivy & Bleu Events within 4 days of event to avoid invoice for replacement.

Dried & Preserved Products like palms, preserved or faux hydrangea, ruscus, ming, date palm etc are a hire item only. We will remove these at the end of event. If you are wanting to keep these items please let us know so we can quote appropriately.

For venue package's it is at Ivy & Bleu's discretion to reuse installations between events within a 24 hour timeframe. This will be checked over and refreshed as needed. It is common in the floral industry to base installations/ highly dense arbour's with high quality faux product. The humidity in Queensland is not conducive to specific florals in the heat.

Sunday/Monday Weddings - floral supply here in Queensland is different to the main states. Flowers are delivered on specific days, sourced, prepped & stored as required. Sunday & Monday weddings however mean we have to hold stock on hand longer as fresh product is not able to be sourced from wholesalers at those times. We hold our quality control standards highly however we cannot guarantee this product. It is common for things to be stored and prepped perfectly in our cool room and then begin to deteriorate once it is placed into the elements of wind, rain, heat & humidity. Monday floral weddings will incur a surcharge due to florists being required to construct and prep florals on Sunday rates.

We check over all floral work prior to leaving event however we cannot accept responsibility of what happens to stock after we leave. Wind, rain, heat & humidity are flowers worst friend's. Some blooms in particular are more sensitive than others.

Ivy & Bleu prides ourselves on our floral work and high quality offering and due to this we do not cross floralise with other florists, clients friends or family. Ivy & Bleu requires full floral design and concept for all bookings.



If you choose to reuse flowers between events and or locations it is done at your own choice and Ivy & Bleu cannot guarantee floral integrity. As we build our blooms for its specific use - the design brief, structure and build will change when moved.

By booking with Ivy & Bleu you place your trust with us and our style that we will ensure your bouquet flows within your chosen style and colour scheme. We have a minimum \$3000 for floral bookings this is to ensure a standard of flower quality & care.

On the Day Co-Ordination & Wedding Planning

Our standard non-refundable deposit fee of 30% is due to secure our services for your date. For planning clients once the deposit has been paid, you have the option to split up your remaining balance into 4 payments or monthly payments up until 2 months prior to your big day. Any co-ordination/styling/floral components are also due 1 month prior.

Confirmation of final numbers is due 5 weeks prior to your event when a final invoice is raised for immediate payment. All funds paid are non refundable as per the above mentioned components.

For wedding planning services you may cancel at any time. All payments made up to that point are non - refundable - this is due to the ongoing work being carried out as your payments are being made. In regards to postponed events it is at management's discretion for a alternate date to be set subject to availability or any transferable credit offered if due. For weddings that have been planned to 80% completion or over bar execution on the day; additional planning fees may be incurred to cover additional requirements & time needed. This fee is at a rate of \$90 per hour.

We only take 1 wedding planning booking on for the weekend of your big day. If you feel at any time that our wedding planner is not what you anticipated please raise this matter in writing immediately to enable us to look into the situation and either provide a alternate planner or agree to cease the planning relationship. Here at Ivy & Bleu we take our job and your big day very seriously. This is not an issue we have ever encountered however we are always dedicated to providing solutions to your concerns.

Payment plans are available - please note your invoice number when making payments to our account.

Time - For On The Day Co-ordination clients your planner will be onsite unless previously agreed until formalities are finished; usually we find this is 8-10 hours.. For Full service Wedding Planning clients your planner will be onsite until all formalities have ceased and bump out will be externally managed by our team - usually we find this is 10-11 hours.

Accommodation: Should the venue for the function be more than 1 hour's drive from The Planner's or co-ordinators office, suitable accommodation onsite at the venue of wedding should be provided for the Planner and an assistant (if applicable). These accommodation charges are excluded from the quote and are for the Clients account. Due to safety and previous issues Airbnb, stayz or other self bookable or self contained accomodation is not suitable unless previously agreed with Ivy & Bleu Events.



Travelling Expenses: The first 100km to and from the venue are included in amount. Travel charges occur thereafter.

Parking, toll-gate costs will also be added to the final invoice. Any further and / or more advanced travel arrangements will be as discussed between Clients and company.

On The Wedding Day - Sole Rights: The Planner shall be the sole professional Planner of the day at the venue(s) specified.

Planner – This only applies to the day of the wedding. The planner offers his/her travel services free of charge during the planning stages, unless the driving is over 30km per day.

Wedding Planning - Ivy & Bleu's planning services are as a guide and overall assistant we are here to help guide and give advice on possible vendors, selection process & liaise best prices within our existing contacts in the industry. We do not take responsibility for overspend on budget (the final decision on providers is not ours) or failure/closure of any vendors. We also cannot control the weather in the event however will always prioritise any wet weather plans should the need arise.

All Bookings

Please check your booking and ensure everything has been itemised - ie. perishables such as candles, flowers etc if it is not noted on your booking it will not be provided. To ensure disappointment please check over your booking in its entirety and let us know anything you think may be missing.

Cancellations - All payments are non-refundable as these are taken to secure our services for your date, also booking value & administration and consultation time.

If you are required to postpone your event payments are not refundable - we can provide a credit note valid for 12 months. Upon paying retainer you are legally upholding the dollar value of your booking allowing us to retain and block products, staff & our services reducing the ability to take on further work for your specific date based on your booking size & requirements.

4 weeks prior to the event for styling, hire & florals no refund of final balance or credit is offered. This is due to the fact we have already invested the time taken to plan and source your items, rostered our staff & ordered your flowers which we are committed to uphold to. In the event of covid, pandemic, something out of yours or our control we will work together to do our best to assist where needed. Any perishable or dated items like flowers, stationery etc will require costs to be covered. We allow a decrease in booking up to 10% of the total value to allow for guest reductions.

GST - As we are a GST registered company all prices quoted are subject to GST.

Additional Costs - Due to higher staff costs Public Holidays, Sundays or midnight pack down's incur an additional surcharge of \$150- \$250. This is for standard setups, if your booking is larger this may be at a higher rate depending on the staff required. Ivy & Bleu Events will advise during the quotation process or as amendments are made if your wedding/event is known to already incur additional charges. We finalise our bump in and pack-down times with your venue 7 days prior up until that time the venue may last minute request a midnight bump or next day bump out to suit their event schedule and we will notify you as soon as we are made aware if this is the case. Set up & pack down is required to be in one shift each. If



a staff member is required to return at an additional time to reset or move goods ie. between ceremony and reception charges are at \$35 per staff member with a 3 hour minimum. Staff rates for standard setup are at \$35 per hour per staff member & Sundays are \$47 per hour.

Display - The Client(s) hereby permit and allow the Stylist/Florist/Planner to display any images covered by this contract and to generally promote the business by means of advertising, publicity material, websites, exhibitions, competitions, magazine articles, and other such media, providing that the images are used lawfully and without damage to the Client(s). It is specifically agreed that the Material may be used on Instagram, Facebook, Twitter and / or such other social media forums / website platforms as is desired, and that the Clients' may be tagged, or otherwise identified, unless otherwise advised in writing prior to the event.

DIY & Sub Hire

40% payment is required for all Hire/Subhire bookings.

It is the responsibility of the hirer to check all goods prior to leaving Ivy & Bleu and alert staff of any issues. If hirer has any issues whatsoever these must be raised and addressed prior to event starting. No refunds or change of goods will be allowed once event has started. For Diy Hire you may have your co-ordinator or setup person contact us with the discrepancy to allow us time to ascertain whether a replacement before the event is possible. We cannot guarantee availability however we still require notification prior to event commencement this may be via email, text or phone call. Please note we highly value our offering quality so very rarely would this be an issue. For Subhire in the event of any damage to these items you will accept responsibility of those invoices for direct payment on behalf of your client.

Cleanliness - All DIY goods must be returned cleaned, wax free, stain free & packaged in their original packaging. Replacement costs will be insured for loss of packaging or goods or heavy stains/damage. Linen is strictly return Monday as these are sent to a professional laundry service for refresh.

Cleaning - A 15% fee is added to all bookings for cleanable goods. This covers linens to be laundered and pressed, candle goods, cutlery & glassware to be sanitarily rewashed and polished etc. A 10% packing fee is for staffing to pack check and then repack onto the shelves your order. The hire fee charged is purely for the hire and supply of your goods.

We recommend polishing/wiping of plates, cutlery, vase ware prior to placement. We recommend linens to be steamed/ironed prior to placement on table. They are provided to you freshly pressed however lines from folding do occur.

Our items are a hire item! We pride ourselves on the regular maintenance and turn over of stock but reasonable thought must be in place for general wear and tear. If you would prefer brand new non hire stock please let us know and we will charge accordingly.

Pickup & Return - Pickup Days are Thursday or Friday between 9am & 11am and Return on Monday or Wednesday between 9am & 11am from our warehouse 2/8 Precision Drive Molendinar 4218. Our office and warehouse is closed Tuesday & Sunday.

Please confirm timing 2 weeks prior - This will be dependant on both our event and stock schedule. Courier is available at your own cost and arrangement with prior agreement (not available for breakable items such as glass items, crystal or candelabras) During peak times it is at Ivy & Bleu's discretion to limit DIY Hire to a 24 hour period this will be notified if required prior to booking. If you have an existing booking we will arrange for the collection of your goods at the completion of your event.

Please ensure that you bring a vehicle appropriate to safely load your hire.

Our staff are unable to assist so if hiring heavier items such as couches etc ensure you have sufficient assistance. Delivery is available for orders over \$1000 based on availability & location.

Bond - A \$200 bond is required for all hires. Additional bond may be required based on overall booking value. This is taken as a hold on credit



card and automatically released within 5 days. You authorise Ivy & Bleu Events to deduct any amounts owing from this bond. We will email you to advise what requires replacement prior to drawing balance. If the amount is greater than \$200 you authorise Ivy & Bleu to charge this and you take full responsibility for replacement. We require photographic evidence of both your credit card and drivers license. Both are securely stored and deleted once the contract has been completed. For goods that are sub hired in from additional vendors you agree to take responsibility directly for any damages or loss incurred during your booking to outside hire companies.

SPECIFIC HIRE REQUIREMENTS

Cylinder Vases - All cylinder vases must be returned from Diy hire entirely wax free.

Candelabras & Candlesticks - All of our candle products are given to you clean; therefore we do ask that you ensure that any wax that may have dripped during your event be cleaned off before being returned to us. If they are returned to us with wax on them a cleaning fee will be charged. You are not required to polish these as we cover this under your 15% cleaning fee.

Cutlery - All cutlery must be returned clean, dry and free from any food residue. This is safe to be either hand or dishwasher washed (except white & gold two toned cutlery which requires hand washing) without harsh chemicals. It must be re-sorted back into its provided wraps and containers in individual components ie. main forks, entree forks etc

Festoon Lights - Our Festoon Lights run in 10m sections and can run up to 50m from 1 power pack. Due to the weight of running continual strands you must string a wire or hanging device alongside these. By picking up in 4-5m intervals you reduce the weight on the wiring system which can cause it to black out whole sections from the overweighted point.

Linens - At no time may wax products be used directly on our linens. This causes heavy oil and irremovable staining and will incur replacement of items. Feasting menus can also incur additional staining so please ensure you are aware of this and that replacement may be prone. Drip trays or vases must be used for all candles products

ACADEMY COURSES

Academy courses are provided by Ivy & Bleu Events to encourage growth and awareness within the industry. To enable us to provide these courses the following protocols must be adhered to by students.

- Payment terms 25% non refundable deposit to secure, Payment plans are available with a 5% admin surcharge. Cancellation of Shoot Me Courses are permitted within 6 weeks of course commencing to allow time for Ivy & Bleu Events to fill your space.
- For Floralise courses or Retreat Courses no cancellation - you may advertise to onsell your space directly however the business is not required to do so.
- Imagery may be used by students for social media purposes only. Due to model rates you cannot use these images for paid advertising or print.
- All vendors must be tagged for images shared on social media including styling and floral credit given to Ivy & Bleu Events.



- Please ensure both Ivy & Bleu Events & The Academy at Ivy & Bleu are tagged
- Occupational Health & Safety Processed must be followed when on location at Ivy & Bleu Events place of business. This includes closed in shoes at all times.
- Images are owned by Ivy & Bleu Events
- Students are not covered with Ivy & Bleu Events insurance when onsite. It is your own responsibility to ensure you are following correct workplace procedures.

By paying a retainer you are accepting the terms and conditions as mentioned.

This is an agreement between you and Solora Events Pty Ltd t/as Ivy & Bleu Events. We and Us means both You and the Company. The effective date of this Agreement is when you accept this Agreement in accordance with the procedure set out above.

You hereby consent to the exchange of information and documents between Us electronically over the Internet or by e-mail, if to You to or if to Company and that this electronic Agreement shall be the equivalent of a written paper agreement between Us.

Privacy Policy

This privacy policy sets out how Iv& Bleu Events uses and protects any information that you give Ivy & Bleu Events when you use this website.

Ivy & Bleu Events is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Ivy & Bleu Events may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 2.8.2017

What we collect

We may collect the following information:

Name

Contact information including email address

Demographic information such as postcode, preferences and interests

Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.

We may use the information to customise the website according to your interests.

We may provide your information to our third party partners for marketing or promotional purposes.

We will never sell your information.

Security -

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies -



A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser

setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites -

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information -

You may choose to restrict the collection or use of your personal information in the following ways:

Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [email address]

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to 2/8 Precision Drive Molendinar QLD 4214

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Thank you for using Ivy & Bleu Events we are super excited to be apart of your event.

Xoxo



stationery guidelines

WHAT HAPPENS IN THE ORDER PROCESS?

As part of our Styling, Concept and Creation and partnered venue packages we offer our clients the opportunity to include signage and stationery through Ivy & Bleu's in-house graphic designer. This takes all the worry out of organising, sorting and checking it yourself, and means you don't need to liaise with multiple additional vendors.

HOW DOES THE PROCESS WORK?

In your consultation we will talk through whether or not you would like to include any signage or stationery in your quote i.e. welcome signs, seating charts, menus, place names etc. We will base your quotation off how many guests you think you will have attend your wedding. This can be amended to exact numbers closer to your wedding date.

All quotations are based off standard stationery or signage pricing unless specified otherwise.

Additional fees will apply for speciality or custom printing i.e. arches, foiling, embossing etc. 6 weeks prior to your wedding we will contact you to find out your final confirmation requirements. Here we will ask for the following:

- Final guest numbers*
- Seating plan layout (furniture layout as well as where guests are to be seated)*
- Guest names for place cards*
- Dinner menu*
- Bar or drinks menu*
- Any additional stationery or signage (note: some may not apply to you)*

We will provide you with example documents (in Word format) for how these need to be sent to us. If you have any inspiration photos of fonts, colours, or signs you love, please send these along with your floral inspiration photos. Please note final payment must be made before we will place your order.

Once your documents have been received, we will send a booking through to our graphic designer, who will do 3 mock-up designs for you to choose from. You can request another font/colour at this stage if you prefer. You will receive up to 3 proofs free of charge, any additional proofs will incur an additional design fee.

Once you are happy with one of the initial proofs, we will liaise with our graphic designer and have the rest of your stationery/signage created to suit your chosen design. We require your seating chart and menu copy at a minimum 3.5 weeks prior to your event date. Our designer will then send through the rest of your designs to be approved. Here you will have 72hrs to approve and confirm if you are happy with them, ensuring that you have checked all spelling and seating layouts.

All stationary and signage is to be proofed and confirmed minimum 3 weeks prior to your wedding date to ensure that we allow time for printing and delivery. If we reach the printing deadline and are unable to reach you to confirm final proofs, please note that we may book the printing anyway to ensure your signage/stationery is ready in time. To avoid printing incorrectly please make sure you keep us updated on changes and provide your final documents in advance of this deadline.

DO THESE DOCUMENTS NEED TO BE SENT IN A SPECIFIC WAY?

We will provide you with examples of how your documents are required to be sent. Please ensure that these are sent in the correct Word format, we will request them to be re-sent if they are incorrect. Please let us know if you have had nicknames printed for your guests place cards as we need to cross reference these against your seating chart. Please do not send photos or screen shots of your seating chart or guest list; you need to provide a list we can copy.

CAN I CHOOSE MY OWN DESIGN?

Our admin team will inform our graphic designer of the colour palette for your wedding based off your final inspiration photos. From this they will create 3 designs for you to choose from. If you have any colours or fonts in mind, please let us know and we can forward these on. The signage quoted is standard through Ivy & Bleu Stationery Design and is a basic colour/print combo. If you are wanting something specifically designed to your needs, or extensive in detail with foiling, floral work, watercolour or multi-colour please let us know so we can re-quote your new design.

DO YOU SUPPLY PROOFS?

Yes, we will provide digital proofs for all designs. These will be sent to you for approval before anything is printed. You can change your design up to 3 times. Any further amendments will incur an extra fee.

WHAT HAPPENS IF MY GUEST NUMBERS CHANGE?

We can amend final guest numbers up to 4 weeks before printing when your final payment is due. We will need to be emailed and re-sent the appropriate documents ASAP to ensure we can amend in time.

CAN I HAVE MY OWN DESIGN PRINTED THROUGH YOU?

Only designs by our in-house graphic designer will be printed. We do not print anyone else's artwork.

WHO DOES THE STATIONERY GET SENT TO?

All stationery/signage will be delivered to our warehouse in Molendinar and taken to your venue with the rest of your Ivy & Bleu booking. This includes us sorting your place cards into tables.

DO YOU SUPPLY EASELS FOR SIGNS?

We do offer easel hire at an additional cost. You can view our available easels on our website <https://www.ivyandbleu.com.au/product-category/display-easles-other-props/> and can be added to your booking. Please check first with your venue if they have easels included. We do not suggest buying easels from art suppliers as these are not stable.