



# UNDERCOVER EVENTS

## TERMS AND CONDITIONS

### **Booking Deposit & Security Bond:**

The \$150.00 booking/security bond (or the amount indicated on your invoice) is required to make a booking for your Undercover Event and to agree with these terms and conditions. Your booking is not confirmed and will be available to other customers until this payment is received. The security bond will be refunded through bank transaction upon completion of your hire (if no damages have occurred to the tent/s or any of the equipment provided).

### **Payment:**

Full payment of your event must be made a **minimum 14 days (2 weeks)** before your scheduled date of event or it will be deemed cancelled. In this case your booking/security bond of \$150.00 (or else indicated) will not be refunded.

If you have made partial payments of your event and the full/remaining payment is not made 14 days (2 weeks) prior to the date of your event, you will be refunded these payments but will not be refunded your booking/security bond.

Any additional items added in a variations invoice made within 2 weeks of your event date will need to be paid for in full in order to guarantee the hire.

### **Payment Methods:**

Payment methods include direct bank deposit. Details will be emailed on your invoice when a booking or quotation is organised. Your booking/security bond will be refunded through bank transfer if providing no damages have occurred during the hire (continue reading Terms and Conditions below).

Please provide your BSB and Account Number to us for receiving your bond back after the completion of hire – Please allow 2 or more business days for this to come through.

### **Quotation:**

Undercover Events reserves the right to adjust the prices in any quotation after an expiry period of 7 days. A quotation does not guarantee the availability of any/or all items. If a customer requests to change the date of their hire booking, a minimum of 14 day's (2 weeks) notice must be given.

The customer and Undercover Events will agree on a time for both delivery and collection of hire equipment. If the customer fails to be present at the time arranged a late fee of \$20 per hour may occur. This ensures enough time for Undercover Events staff to set up properly.

### **Hire Conditions:**

Undercover Events will inspect the hire equipment and tent/s for any damage at the beginning and end of the event.

### **Hire Conditions (continued):**

Please inform Undercover Events staff if any equipment seems faulty or unsafe so we are able to ensure your event is delivered safely. Our equipment and tents are **SMOKE-FREE**. If it is detected that smoking has occurred inside of the tent the security bond will not be refunded.

If you wish to cancel your event for any reason, your security bond of \$150 (or as stated on your invoice) **will not be refunded**. If you cancel your invoice/event within **48 hours** of the event starting time, your total hire price on your invoice **will not be refunded**, but we do offer a **credit for half the total amount stated** towards another hire date (subject of availability).

Hire durations are stated on your quote/invoice, any additional period before or after this time (without consulting with Undercover Events) will require a fee of \$15 per hour.

### **Travel Fee:**

Undercover Events offers a flat fee for delivery set up/ pack down from our personal residential addresses as follows: **0 - 15km:** \$0 ; **15 - 25km:** \$35 ; **25 - 35km:** \$65 ; **35 – 50km:** \$85.

### **Customers Responsibility & Risk:**

You hold full responsibility for all items (personal and Undercover Events') during your hire duration. Undercover Events will inspect the tent/s for any damage at the beginning and end of the event. If within this duration any Undercover Events items are lost, stolen or damaged including, but not limited to being stained, ripped or broken you will lose your full security bond and any additional amounts required to replace or repair items will be paid for by you.

Please note that Undercover Events accepts no responsibility for theft, loss or damage, of whatever nature, of yours (or other peoples at your event) personal items during or as a result of your hire.

### **Council Notification, Rates & Payments:**

Please note that some public areas may require you to request permission from the local council or similar. If your event requires paperwork, fees or payments for the event, Bell Tent, Gypsy Tent and/or equipment to take place in that area, it is the responsibility for the customer/person in charge of the event to pay any fees and fill out correct paperwork.

### **Pot Painting Kits:**

Pot painting kits are available to purchase directly from our website or alternatively, via contacting Undercover Events if you are not within the free delivery location (within 90km from the City of Adelaide). In the unlikelihood of your pot becoming damaged or lost before use please contact Undercover Events. You, as the purchaser, cannot get a refund if your pot does not meet your expectations or you have a change of mind or similar. You, as the purchaser, hold full responsibility for the correct and safe use of the painting kit. Undercover Events accepts no responsibility of theft, loss or damage of whatever nature of yours (or other people/clothing/objects etc.) as an outcome of purchasing or using Undercover Events Pot Painting Kits.

### **Disclaimer:**

We shall in no way be held responsible or accountable for any injury, death, damage or loss of income caused to you, any third parties or properties due to the hire of equipment and/or provided services by us.

By paying the security bond indicated on your invoice, you are accepting these terms and conditions.

**Thank you for choosing Undercover Events ☺**