

Vikkilea Events – Terms and Conditions

1 Definitions 1.1 ‘Contract’ – the document or documents setting out the services to be provided by us together with these terms and conditions and a signed contract acceptance form. 1.2 ‘You’ – the person, firm or organization engaging our services. 1.3 ‘We’, ‘Us’, ‘Vikkilea’, ‘Our’ – Vikkilea Events and Wedding Cars 1.4 Our ‘services’ – the services to be provided by us which include but are not limited to: event planning, event design, event management, event hosting, provision of marketing support, project management, supervision of print and design processes, market research, PR services. 1.5 ‘Our suppliers’ – supply partners we work with to provide services/products .

2 Our fees 2.1 The fees in respect of services provided will be agreed and specified under separate cover. 2.2 By Paying deposit to us you are agreeing to adhere to our full terms and conditions. Full payment shall be made 5 weeks before your event. 2.3 For events / services booked with less than 30 days lead time: a deposit of 50% shall be due immediately upon signature of the contract (unless otherwise arranged), with the outstanding 50% to be paid no less than 7 days before the event / services unless pre arranged. 2.4 a penalty charge of £25.00 will be added on top of the balance if the balance isn't paid when due, unless other arranged by Vikkilea

3. When the contract starts 3.1 The contract starts when you have agreed to use our services / hire services / Balloon Services. By paying deposit to us you are agreeing to keep these conditions. 3.2 Should we need to use an external supplier, If at any time a supplier we have engaged is not able to provide the product / service as originally quoted, we will endeavor to find a replacement of similar value / quality. 3.3 you are also agreeing to any changes / updates to our terms and conditions these are always available on request.

4 Your responsibility: 4.1 In providing our services, in particular hosting events, any reasonable instruction given to you by us or our suppliers must be followed. In the event that you or your guests fail to follow our reasonable instructions, resulting in loss or damage, you will be liable for said loss or damages. 4.2 Should we have to use external suppliers other than ourselves, For each preferred supplier, we will advise you in respect of their terms and conditions and payment schedule. Vikkilea is unable to make advance payments to suppliers on your behalf. You must ensure we have received cleared payment in time for us to meet any other suppliers payment schedules if applicable. We cannot be held liable if you fail to clear the necessary funds in time to

meet these obligations and the supplier then withdraws their service. 4.3 you are be liable for any losses, damages, stains to any of our hired items and will be required to pay for replacements. 4.4 you are responsible for undressing rooms (putting centre pieces back in boxes, undressing chair covers etc) if you are unable to do this a charge will be applied (£30)

5 Limits of our liability: 5.1 Vikkilea does not accept any liability for non-completion of an event or for any delays arising as a result of strikes, riots or lockouts, adverse weather conditions, loss, damage or cancellation due to fire, flood or any other cause beyond its control including government acts. This contract is governed by English law and in the unlikely event of a dispute, the parties shall submit to the exclusive jurisdiction of the English courts. 5.2 The liability of Vikkilea in respect of any breach of the Contract, including any applied terms shall not extend to any consequential loss whatsoever suffered by the client or their guests 5.3 we hold full public liability insurance and professional indemnity insurance and this can be seen on request and we are proud to be a Princes Trust Backed business

6 Ending this contract: 6.1 We may end this contract if: You break its terms; or As a company you become bankrupt/enter into a voluntary agreement with creditor/a receiver is appointed. Under these circumstances it will end immediately and we will recover costs. 6.2 You may end this contract: By giving clear notice in writing to Vikkilea. If you do, you will be liable to pay a percentage of the total agreed on the booking contract according the terms as shown below: - more than 20 Weeks Notice: 25% - less than 20 Weeks notice but more than 10 Weeks: 50% - less than 10 Weeks: 100% and in additional to that a cancellation fee of £150 is also due to us to cover losses for holding your date with us from your time of booking. We will also cover costs for a

partial cancellation (over 50% cancellation of services) if paid in full as we will have already allocated stock / staffing when paid in full. Anything outstanding due back to you will be paid up to 30 Working days after our acknowledgement of your cancellation. 6.3 For wedding clients: we underline the importance of taking out your own personal insurance in case anything happens requiring the cancellation of your event. 6.4 Vikkilea will do its utmost to ensure that your event goes ahead. However, if a supplier pulls out at a late date, we will try to find a replacement but will not be liable. 6.5 you have a right to cancel this contract in writing within the first 14 days of booking (cooling off period) and all monies will be refunded accordingly – We reserve the right to adjust the terms and the terms and conditions accordingly

7 Additional Terms and conditions for Car bookings and Event Bookings

Whilst the company will make every effort to arrive punctually at your address and destination we cannot be held responsible for late arrival or cancellation due to circumstances beyond our control.

The company will not be responsible for any impact that a delay might cause through missed connections, cancelled functions or engagements. The company highly stress and recommend that you are covered with adequate wedding insurance.

Vikkilea does not accept any liability for non-completion of an event or for any delays arising as a result of strikes, riots or lockouts, adverse weather conditions, loss, damage or cancellation due to fire, flood or any cause beyond its control. This contract is governed by English Law and in the unlikely event of a dispute, the parties shall submit to the exclusive jurisdiction of the English Courts. In the unlikely event of a breakdown the company will endeavour to supply an alternative vehicle with a similar specification for your journey.

In usual circumstances, the booking form/ wedding hire contract is for the collection and of the Bride and her Father/ Guardian from their designated collection address and onward transportation to the Ceremony Venue. It also covers the journey of the newlyweds from the Ceremony Venue to the designated reception venue.

No food or drink will be allowed in and vehicles unless prior consent has been given by the company. UK Law prohibits Smoking / Vaping in vehicles used by the public - The Company adopts a strict No Smoking / Vaping policy. Our company does not hold a license to provide Alcoholic Beverages in our vehicles, however,

our Chauffeurs / Drivers will be happy to serve Beverages which are provided by yourselves

Seatbelts must be worn in the vehicles at all times as stated by UK Law

Our Chauffeurs / Drivers will choose the route based on experience, knowledge of the local area and use of satellite navigation, they will accept a route requested by the principal hirer, however, should this result in extra mileage or time being added to the journey a charge may be made.

Any alterations made to the booking on the day of the service or a request for additional time may incur an extra charge or may not be honoured if that conflicts with another booking.

The principle hirer will be responsible for the conduct of all passengers during the service and wereserve the right to invoice or make a charge to the hirer for any losses or damage sustained to any part of the vehicle caused by any passenger or a third party incited to cause damage to the vehicle. A minimum charge of £100 will be applied to cover valet costs should fouling be caused by any passenger through food, drink or illness. Violence, foul language, intimidation antagonism or any form of anti-social behaviour towards the

Chauffeur / Drivers or any member of this company's staff will not be tolerated and will result in the immediate termination of the service and police involvement. Acts of vandalism or malicious damage caused to the vehicle will face prosecution.

Our Chauffeurs / Drivers will check the vehicle for passengers belongings left in the vehicle after a service. However, the Company cannot be held responsible for any item broken during the journey or left in the vehicle after the service. It is up to the hirer to ensure they have all their belongings at the end of the service. The company offers a policy of total discretion for all clients, our Chauffeurs / Drivers will not discuss who travelled with us, to where or with whom unless authorised by you to do so. The exception to this policy is wedding photography for company promotional purposes. Therefore, unless formally instructed to the contrary, we may take photographs at weddings and publish them in company literature or on the website. If you do not wish to have your images used please make us aware of this in writing when paying the deposit or balance of the service. The Company is not registered for VAT which means the price quoted is the amount due. There are no extras to pay unless extra services are requested on the day of the service, these requests are at the discretion of the company and will be charged at our hourly rate.

We Reserve the right to change or update terms and conditions accordingly, You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

COVID-19

Due to the uncertainty of COVID-19 we are following government guidelines, As it stands our normal Terms and conditions Apply – If the government advises us of that events will have to be cancelled we will be transferring existing bookings to future dates (subject to availability)

– Last updated 17/03/2020

Many Thanks Vikki And Lisa Pearson