



# TERMS & CONDITIONS

It is the responsibility of the customer (yourself) to ensure all possible steps are taken to avoid any injuries to third parties/event attendees or damage to the equipment hired out by Celevibe®. It is your responsibility to obtain permits and licences to hold your event in parks or public places. We will need you to read our TERMS & CONDITIONS. Your booking is not secure until you confirm that you have read this document.

Celevibe® will not be held liable for any injuries that occurred whilst using any equipment. The hirer will need to sign a safety waiver and a terms and conditions copy terms before the equipment is set up. A signature of receipt of the equipment will also be necessary.

The Celevibe's services (including Celebox®) are for personal use or for the intended event only, and cannot be used for commercial gain

Celevibe® will not be responsible for disposing of balloon garlands when picking up rented elements included in decorative packages. Once the setup is complete, the client assumes ownership of the balloons. If the client requires Celevibe® to handle the removal of the garland, an additional fee will apply

Our equipment must be kept clean and dry. Please ensure a wet weather plan is made if an event is outdoors. If the hirer does not have a wet weather plan and rain is present for the day of the event, we will not hire out equipment. Our refund policy applies (unless cancellation due to wet weather is made before 8 days' notice).

Celebox® can only be installed indoors/undercover and on a clean, dry and smooth floor.

Celevibe® could subtly incorporate its brand and social media address within event setups, ensuring it complements the aesthetic without detracting from the design.

Celevibe® may take photographs of each of its services in the place where the client holds their event. These photographs will be used as backup and be published on social networks. Celevibe® will not publish faces of adults or children without prior authorization from the person or their guardian.

Celevibe® has the right to refuse service to any customers who do not comply with our Terms and Conditions policies or conduct any harmful/aggressive behaviour.

Please respect our equipment and myself/team. Thank you so much.





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## SET UP AND PICK UP

We will arrive 1-3 hours before your event start time to set up and we need 2:30 hours for pick up- depending on the type of service.. Please ensure the area is FLAT and DRY and that there is sufficient, space ready to set up the equipment.

These location conditions will be required in the quote. If they are not met, Celevibe® will strive to fulfil the service and the client authorizes it to modify the agreed design so that it can be clean and beautiful. On the day of the event that the service cannot be installed, last-minute refund policies will be incurred.

Please also allow easy access to the required venue space

Celevibe® may incur additional charges for equipment rentals exceeding original pick up time, parking in paid parking lots or parking spaces that are too far from the event venue, stairs between the parking lot and the event venue, balloon disposal at the end of the event (which is the client's responsibility), and any other aspect that increases the Celevibe® staff's working hours.

Celebox® and decoration services have diferent time of hire, contact us for more information.



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## VENUE /WEATHER

Our preferred venue for set up is Indoors/undercover. We can set up outdoors on dry ground and in fine weather but highly recommend you have a wet weather backup venue. Our equipment is reserved for your exclusive use on this date. Celebox® could be installed in indoor places or covered by ceiling. Our cancellation policy of only a 30% refund of full costs (minus deposit) applies if it rains and the ground is too wet/damp.

A full refund is not applicable as setting up an event outdoors. This is at the customer's expense whatever the weather is that day.





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## Payments, Bonds, Refunds and Non-Refundable Deposits

The quotes shall remain valid for a period of 48 hours from the date of issuance. Thereafter, prices may be subject to revision if the cost of any quoted materials fluctuates. Any such adjustments will be communicated and mutually agreed upon prior to confirmation of services.

We will require a deposit not refundable (40% of the quote) to secure the booking a maximum of 48 hours after sending you the quote. Your booking is not secure until the deposit is made.

A refundable bond will be required decoration hire consult us what is the refundable bond. Full payment (including refundable bond) of booking is required at least 2 days (48 hours) before the event. If payment is not made within this timeframe, your booking will be cancelled.

For last-minute bookings full payment will be required upon booking in addition to the refundable bond.

We provide services for both the Gold Coast, If you choose our delivery option, delivery is included up to a 15 radius of Broadbeach Waters. An additional \$5.00 per km is charged for every km thereafter. If you are based out of the Gold Coast city and would like to hire our services, please get in contact with us.

Celebox® prices include service in Gold Coast, North NSW and Brisbane

As the equipment is reserved for events, once your booking has been made, we do not offer refunds. What we can offer is the opportunity to reschedule your booking. If the required eight days' notice is given, you will be able to reschedule your event date to another date within twelve months (subject to availability and only one time you can postpone your booking). If you do not wish to postpone a fee of 50% will incur (minus non-refundable deposit).

Full refunds will not be applicable for cancellations made within 8 days of the event. Instead 30% of the full costs received from the hirer will be refunded (minus non-refundable deposit). Bond payment will also be returned to the customer. On the day of the event that the service cannot be installed because of problems with location conditions, last-minute refund policies will be incurred.





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## SAFETY INFORMATION

Children are to be supervised by an adult at all times on any of Celevibe® equipment (including Celebox®)

There is to be no food, drink, no jumping, not touch the walls or ceiling, decorations are for you eyes only, do not remove or tamper with them, no smoking inside Celebox®, FACE PAINT, chewy gum or any messy items to be near or on the equipment. The hirer must ensure all equipment is kept clean. The tenant is prohibited from modifying the layout organized by Celevibe®. Also, it is prohibited for the renter to add, glue, nail, paint, etc. elements to our equipment without prior authorization from Celevibe®. If any equipment is damaged (including stained mess made on any equipment) or the rules aren't respected the bond will not be returned to the hirer/customer.

Please ensure no substances such as bubbles, face paint or any other relatable substances come into contact with the equipment. Please ensure children are using equipment safely. We know that Queensland weather can get very warm. please ensure that shade is provided for equipment on such days. This will prevent any damage to the equipment as well as it can become hot to touch and unsafe especially for children. Celevibe® reserves the right to refuse service to those who don't comply with these terms and conditions.

Please ensure your guests don't touch decorative elements such as backdrops, floating balloons, mirrors, arches, lecterns, signs, cake plinths, etc. because they could fall.

There will be no person employed by Celevibe® to supervise the use of Celebox® or another decorative item by any person at any time.





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## Sub-Renting and Commercial Use

Hiring Celive® services or equipment (including Celebox®) for the purpose of sub-renting or generating income is strictly prohibited.

Our equipment and services are provided exclusively for private use or the specific event for which they were booked.

Any use of Celevibe® materials, setups, Celebox®, or services to obtain financial gain, including but not limited to sub-hiring or charging rental fees to third parties, is not permitted and may result in legal action.

