

BHQ Gold Coast Comprehensive Services – Terms & Conditions

Applies to bookings for event hire & setup (marquees/furniture), DJ/lighting/sound, Right Round 360 Photo Booth, event preparation services, and delivery/material transport (2019 Mercedes-Benz body truck).

1) Business details

- **Trading name:** BHQ Gold Coast Comprehensive Services (“BHQ Gold Coast”)
- **ABN:** 76 133 976 245

2) Definitions

- **“BHQ”, “we”, “us”:** BHQ Gold Coast Comprehensive Services.
- **“Client”, “you”:** The person or entity booking services.
- **“Services”:** Any hire, delivery, setup, pack-down, entertainment, event preparation, or transport work provided by BHQ.
- **“Equipment”:** Any items supplied by BHQ (including marquees, furniture, audio/lighting gear, photo booth equipment).
- **“Event Site”:** The delivery/setup location.

3) Quotes, bookings, and acceptance

- Quotes are valid for **7 days** unless stated otherwise.
- A booking is confirmed only when **(a)** you accept the quote in writing (message/email is fine) and **(b)** the required deposit is paid.
- You confirm that you have authority to book on behalf of the venue/organiser.

4) Pricing, deposit, and payment

- A **25% non-refundable deposit** is required to secure the date.
- The **balance is due before delivery/setup** or by the time stated on your invoice.
- Additional charges may apply for:
 - Stairs, difficult access, long carries, tight bump-in/bump-out windows
 - Extra labour time, late finishes, overtime
 - Additional equipment requested after confirmation
 - Cleaning, damage, loss, or missing items
- Payments accepted: **bank transfer and cash** (unless otherwise agreed).

5) Cancellations, postponements, and refunds

- **Cancellation window:** If you cancel within **14 days** of the booking date, the **deposit remains non-refundable**.
- If you cancel outside the 14-day window, the deposit remains non-refundable and any additional refund is at BHQ's discretion, considering costs already incurred, staffing, and the date being held.
- If you postpone, we will try to move your booking to a new date (subject to availability). Price may change if scope/date changes.
- If BHQ must cancel due to circumstances outside our control (see "Force Majeure"), we will refund amounts paid for undelivered services, less any non-recoverable costs already incurred.

6) Weather and site conditions

- Outdoor events are weather-dependent.
- For safety, BHQ may delay, modify, or cease setup/operation if weather creates risk (wind, rain, lightning, unsafe ground).
- You are responsible for ensuring the Event Site is suitable: stable ground, adequate space, and safe access.

7) Access, parking, and utilities

- You must provide safe and timely access to the Event Site at the agreed times.
- You must provide suitable parking/loading access close to the setup area.
- Where required (DJ/lighting/sound/360 booth), you must provide:
 - Reliable power supply (standard outlets) within reasonable distance
 - A dry, safe operating area protected from weather
- Delays caused by lack of access, power, or unsuitable conditions may incur additional labour charges.

8) Delivery, setup, and pack-down

- Delivery/setup times are estimates and may change due to traffic, prior jobs, or site conditions.
- You must ensure the Event Site is clear of obstacles at the agreed time.
- BHQ may refuse to place equipment in unsafe locations.

9) Client responsibilities during hire

- You must supervise guests and ensure Equipment is used safely.
- You must not:

- Move, modify, or tamper with Equipment without BHQ approval
- Use Equipment in a way that breaches laws, venue rules, or safety requirements
- **No bond/security deposit is collected.** Instead, you accept responsibility for loss or damage to Equipment while it is under your care (fair wear and tear excepted).

10) Damage, cleaning, and replacement

- Equipment must be returned/left in reasonable condition.
- Cleaning fees may apply if Equipment is returned excessively dirty (mud, spills, wax, tape residue, etc.).
- If Equipment is damaged, lost, or stolen, you agree to pay repair or replacement costs (including hire downtime where applicable).
- Damage caused by guests/attendees remains the Client's responsibility.

11) DJ / lighting / sound specific terms

- Volume limits and venue rules must be communicated to BHQ before the event.
- BHQ is not responsible for reduced performance caused by venue power limitations, restricted setup areas, or venue-imposed curfews.
- Overtime beyond the agreed finish time may be charged.

12) Right Round 360 Photo Booth specific terms

- The 360 booth requires a safe, level surface and adequate space.
- You must ensure guests follow operator instructions.
- BHQ may stop the booth temporarily if guest behaviour creates safety risk.
- Content delivery (videos/photos) will be provided via the agreed method (e.g., QR/link) subject to connectivity and device compatibility.

13) Event preparation services (property & venue)

- "Event preparation" may include tasks such as exterior refresh, clean-up, presentation work, and other agreed pre-event tasks.
- Scope is limited to what is listed in the quote/invoice.
- You must disclose any hazards (fragile surfaces, asbestos, unstable structures, pets, restricted areas).

14) Delivery & material transport (2019 Mercedes-Benz body truck)

- Loads are limited to **up to 10T / 10m³** and must comply with road laws and safe loading requirements.
- You must confirm:
 - Material type, quantity, pickup/drop-off addresses, and any access restrictions
 - Whether tipping/unloading assistance is required
- BHQ may refuse transport of unsafe, illegal, or improperly packaged materials.
- Waiting time at pickup/drop-off may be charged.

15) Liability and risk

- To the maximum extent permitted by law, BHQ is not liable for indirect or consequential loss (lost profits, event cancellation costs, etc.).
- BHQ's total liability is limited to the amount paid for the specific services giving rise to the claim.
- Nothing in these terms excludes rights under the Australian Consumer Law.

16) Force Majeure

BHQ is not responsible for failure or delay caused by events beyond our reasonable control, including severe weather, road closures, accidents, illness, equipment failure beyond reasonable prevention, venue shutdowns, or government restrictions.

17) Photos, marketing, and content

- Unless you opt out in writing, you allow BHQ to take photos/videos of setups/equipment for marketing (no private details intentionally captured).
- You may request removal of any posted content.

18) Privacy

- We collect only information needed to provide services (name, contact details, addresses, booking details).
- We do not sell your personal information.

19) Disputes

- If there is an issue, you agree to contact BHQ first and allow a reasonable opportunity to resolve it.

- Any disputes will be handled in good faith.

20) Governing law

These terms are governed by the laws of **Queensland, Australia**.

21) Acceptance

By paying the deposit, confirming a booking in writing, or accepting delivery/setup, you confirm you have read and agree to these Terms & Conditions.

Business: BHQ Gold Coast Comprehensive Services

Client Name: _____

Event/Job Address: _____

Date: ____ / ____ / ____

Signature: _____