

A great deal of time and care has been given to accuracy of all of our products and services in the photographs on our website and other advertising material. However, the Purchase or hire of products from Planning To Party constitutes that you agree to the following terms and conditions. If you require clarification or have any questions, please contact us at [planningtoparty1@gmail.com](mailto:planningtoparty1@gmail.com)

Planning To Party has the right to update these terms and conditions as we see fit. The terms and conditions that apply to you are the ones published at the time your order is placed. Therefore we encourage you to check and review these terms before you place an order.

## PRICING

All prices on our website are in AUD and inclusive of GST.

Planning To Party will change our prices from time to time as we see fit to the current market.

## PLACING AN ORDER WITH US

Upon confirmation of your order you are agreeing to pay the stated price for that product and any additional delivery charges disclosed.

If there is any undisclosed information, errors or changes not disclosed from the buyer to Planning To Party, Planning To Party will be entitled to vary the price accordingly.

Photos are for illustrative purposes only and may vary slightly from depicted.

Planning To Party reserve the right to cancel or reject any order at our own discretion at any time.

## AVAILABILITY OF GOODS

Please note that sometimes system errors can occur, these may result in one or more of your items being unavailable. If this instance is to occur one of our friendly team will be in contact ASAP, you may be offered a refund or substitute product.

## BALLOONS

Planning To Party takes no responsibility for your balloons once they leave our hands at delivery or pick up from our studio. Balloons are temperamental and for reasons out of our control they may pop, colour bleach or deflate. Many conditions may affect your

balloons such as weather, placement, heating and cooling, with this in mind we cannot guarantee balloons no longer in our care.

## DELIVERY

Planning To Party have a delivery rate of \$1 per km outside of 20kms from our base in St.Arnaud. Collection of items is offered to purchases should that be a preferred option.

All hire products must be cleaned unless otherwise stated and easily accessible for our collection team.

If agreed upon delivery or collection time is delayed by the buyer, Planning To Party reserve the right to send an additional invoice for all cost incurred.

## HIRE PRODUCTS

All hire products will incur a bond to ensure safe return to Planning To Party.

All equipment must be kept in a weatherproof area and must not be left out overnight.

Planning To Party reserves all rights to refuse outdoor prop set up if current weather conditions deem it unsafe or unviable. In this scenario Planning To Party will work with the buyer on a case by case basis to determine alternative options more fitting to the current conditions.

Hire backdrops are not to be moved or relocated after our staff put them in an agreed upon location. Any damage occurred due to unauthorised movement will incur a fee to cover repair cost.

Any damage to hire products including scuff marks, breakage, dirt, cigarette burns, spillage or other marks, will incur a loss of bond.

## UNSAFE CONDITIONS

If Planning To Party employees feel they are exposed to conditions or illegal acts that compromise their safety or do not wish to witness, they reserve all rights to cessation of the agreement. In this circumstance buyer reserves no rights to a refund for failure to deliver products.

## PICK UP T&C's

You must arrive to pick up your order at the arranged time, failure to do so may result in an additional fee as advised by Planning To Party to cover any costs incurred. Planning

To Party cannot provide any guarantee that staff will be available after failure to pick up order at arranged time.

## CHANGES AND CANCELLATIONS

If the order is cancelled prior to the cancellation period (14 days), Planning To Party will provide 100% store credit of your order, excluding the non refundable deposit and any work that has already occurred.

If the order is cancelled after the cancellation period (14 days) of the event, Planning To Party will not be obligated to provide any refund. Price retained is to cover Planning To Party for a reasonably foreseeable loss due being unable to further book hire items or time on that date.

Planning To Party will not be liable to any cancellations in regard to weather conditions and refunds will not be given.

If you wish to reschedule the date of your event for any reason including covid restrictions, Planning To Party will do their best to accommodate your wishes. Planning To Party is under no obligation to provide hire products or services on the new date.

Please see our covid guarantee for further information regarding restrictions.

## OWNERSHIP

All items and photos on our website are property and reserved rights to Planning To Party. You may not re-use or publish any of our content without Planning To Party's written consent.