

# THE EVENT MAN LTD

## TERMS & CONDITIONS

Last updated: January 2026

### 1. Definitions

In these Terms & Conditions:

- “We”, “Us”, “Our”, “The Event Man Ltd”, “The Event Man Limited” refer to The Event Man Limited.
- “You”, “Your”, “Customer”, “Client” refer to the person, business, or organisation named on the booking or invoice.
- “Booking” means any agreement for hire of equipment, supply of products, event services, event planning, management, coordination, installation, styling, or subscriptions.
- “Holding Deposit / Deposit” means the non-refundable payment taken to secure a booking date or installation slot.
- “Hire Items” means any equipment, props, décor, or items supplied on a hire-only basis.
- “Purchased Decorations” means décor items that become the property of the customer once installed, unless otherwise agreed.
- “Services” includes planning, management, coordination, installation, styling, takedown, and related event services.

### 2. Scope of Products & Services

These Terms apply to all bookings, including but not limited to:

- Equipment and décor hire
- Sale and installation of decorations
- Event styling and seasonal displays
- Full event planning and management
- On-the-day coordination
- Corporate, private, and public events
- Subscription-based seasonal displays (including Christmas installations)

All services are subject to availability, site conditions, and reasonable access.

### 3. Bookings & Deposits

3.1 A holding deposit of 50% is required to secure any booking unless otherwise agreed in writing.

3.2 The holding deposit:

- Is non-refundable under all circumstances
- Is deducted from the total amount due for the booking or display

3.3 No date, installation slot, items, or services are reserved until the deposit has been received.

### 4. Payment Terms & Outstanding Balances

4.1 The remaining balance must be paid:

- By the date stated on the invoice or booking confirmation, OR
- No later than 14 days before the event or installation, unless otherwise agreed

4.2 Payment structures for event planning, management, and coordination services may differ and will be agreed at the time of booking.

4.3 Subscriptions:

- May require full annual payment in advance
- Or monthly payments where agreed in writing prior to booking

4.4 Failure to pay the remaining balance by the due date may result in:

- Cancellation of the booking
- Loss of the deposit
- Release of the booked date and services

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### 5. Cancellations, Changes & Rescheduling

5.1 Deposits are non-refundable in all circumstances, including cancellation by the customer.

5.2 Cancellations made more than 48 hours before the event or installation may receive a refund of any balance paid (excluding the deposit).

5.3 Cancellations made within 48 hours of the event or installation are non-refundable.

5.4 Requests to reschedule must be made as soon as possible and are:

- Subject to date availability
- Subject to stock, equipment, and service availability
- Not guaranteed

5.5 The holding deposit will not be refunded if you later decide to cancel or release the booking slot.

### 6. Installation & Site Access

6.1 Customers must provide safe, clear, and reasonable access to the installation site.

6.2 We are not responsible for delays, incomplete installations, or cancellations caused by:

- Unsafe access
- Inaccessible sites
- Restricted venue access
- Incorrect information provided

6.3 Customers must read and understand all installation instructions and requirements provided in the booking confirmation.

### 7. Existing Clients – Reuse / Trade-In Decor

7.1 Existing clients using discounted reuse or trade-in décor must ensure:

- All lights are correctly wrapped and not tangled

7.2 If we arrive on site and discover lights are tangled after installation has begun, we reserve the right not to install the lights.

7.3 In such cases:

- Installation of those lights becomes the responsibility of the paying client
- No refund or time extension will be provided
- This is due to strict installation time slots for all clients

### 8. Ownership of Decorations & Hire Items

8.1 All hire items, including but not limited to equipment, props, décor, and styling items supplied on a hire-only basis, remain the property of The Event Man Ltd at all times.

8.2 Where it has been explicitly agreed in writing at the time of booking that a seasonal display (including but not limited to Christmas, Easter, Halloween, or other themed installations) includes purchased décor or props, ownership of those agreed items shall transfer to the customer once installed.

8.3 Any items not expressly agreed as purchased at the time of booking shall be treated as hire items and remain the property of The Event Man Ltd.

8.4 Where ownership of seasonal décor or props has transferred to the customer in accordance with clause 8.2, customers may reuse, trade in, or swap those items in future bookings, subject to:

- Availability
- Condition of the items
- Any applicable discounts or reuse schemes offered at the time of the new booking

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### 9. Use & Care of Items

- 9.1 Customers are responsible for all hire items from delivery or installation until collection or return.
- 9.2 Replacement costs will be charged for lost, stolen, or damaged hire items (excluding fair wear and tear).
- 9.3 Unless agreed in writing, décor and props are for indoor use only.

### 10. Collection, Late Returns & Fees

- 10.1 Items must be available for collection at the agreed time and location.
- 10.2 If we attend and cannot collect items:
- A fee of £35 plus £0.45 per mile will apply
- 10.3 Late returns incur a charge of £50 per day.
- 10.4 Items not returned within 48 hours may be charged at full replacement value, and recovery action may be taken.

### 11. Travel & Installation Charges

- 11.1 Travel and installation are included within a 35-mile radius of our business address.
- 11.2 Locations beyond this distance will incur additional charges, agreed at booking.

### 12. Quotes & Pricing

- 12.1 All quotes are valid for 7 days unless stated otherwise.
- 12.2 Prices may change if the deposit is not paid within this period.

### 13. Equipment Safety

- 13.1 All equipment is checked before and after use and maintained to appropriate safety standards.
- 13.2 Responsibility for safe use lies solely with the customer.

### 14. Liability

- 14.1 We take reasonable care during installation and removal.
- 14.2 We are not responsible for damage caused by:
- Pre-existing structural issues
  - Extreme weather
  - Third-party actions
  - Factors beyond our control
- 14.3 Customers are responsible for supervising children and pets around installations.
- 14.4 Our total liability is limited to the total amount paid for the booking.

### 15. Photography & Marketing

- 15.1 By booking with The Event Man Ltd, you grant permission for photographs and videos of installations to be used for:
- Marketing
  - Social media
  - Website content
- 15.2 Permission may be withdrawn by written request prior to installation.

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### 16. Termination

16.1 We reserve the right to terminate a booking where:

- Payments are not made
- Access or safety requirements are not met
- Behaviour is abusive or unreasonable

Deposits remain non-refundable.

### 17. Variation of Terms

We may update these Terms & Conditions from time to time. The version in force at the time of booking will apply.

### 18. Governing Law & Disputes

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes will be handled in accordance with UK law.

### 19. Contact Information

For any queries regarding your booking or these Terms & Conditions, please contact:

Cameron Brookes Williams

☎ 01604 422787

✉ [cameron@theeventman.co.uk](mailto:cameron@theeventman.co.uk)