

## **TERMS AND CONDITIONS**

### **Freddie Douglas Events**

#### **1. Introduction**

These Terms and Conditions set out the agreement between **Freddie Douglas Events** ("we", "us", "our") and the Client ("you", "your") for the provision of wedding planning, content creation, venue styling, and hire item services. By engaging our services, you agree to abide by these Terms and Conditions.

#### **2. Services Provided**

Freddie Douglas Events offers the following services:

- Full Wedding Planning
- Content Creation
- Venue Styling
- Hire Items

Each service is subject to availability and specific agreements outlined in a separate contract or proposal.

#### **3. Booking & Payment**

3.1 A non-refundable deposit of £100 or a discussed amount based on services provided is required to secure your booking. Your booking is only confirmed upon receipt of the deposit.

3.2 The remaining balance is due no later than **4 weeks** before the event date. Failure to make full payment may result in cancellation of services.

3.3 Late payments may be subject to additional charges.

3.4 Additional services requested after the initial booking may incur extra charges and must be paid in advance.

#### **4. Cancellation & Refund Policy**

4.1 All deposits are non-refundable.

4.2 Cancellations made more than **8 weeks** before the event will receive a refund minus the deposit.

4.3 Cancellations made within **8 weeks** of the event date will not be eligible for a refund.

4.4 If we must cancel due to unforeseen circumstances, we will provide a full refund or an alternative service where possible.

#### **5. Venue Styling & Hire Items**

5.1 All hire items remain the property of Freddie Douglas Events.

5.2 A refundable security deposit may be required for hired items. This will be returned within **7 days** after the event, provided all items are returned in their original condition.

5.3 The Client is responsible for any loss or damage to hire items and will be charged for repairs or replacements as necessary.

5.4 Items must be returned on the agreed date to avoid additional hire charges.

#### **6. Content Creation**

6.1 We retain the rights to use event images and videos for promotional purposes unless otherwise agreed in writing.

6.2 The Client must ensure any guests being filmed or photographed have provided appropriate consent.

#### **7. Liability**

7.1 We will not be liable for circumstances beyond our control, including but not limited to, adverse weather, venue cancellations, or supplier failures.

7.2 The Client is responsible for ensuring adequate insurance coverage for their event where necessary.

7.3 Audio guest book – When the audio guest book is set up it is checked that all is working correctly. If the audio guest book is switched off or damaged after this FDE does not take responsibility for the failure in messages being recorded.

#### **8. Force Majeure**

In cases of force majeure (including natural disasters, government restrictions, or pandemics), we will work with the Client to reschedule the event or offer an alternative solution where possible. Refunds may not be applicable under force majeure circumstances.

#### **9. Governing Law**

These Terms and Conditions shall be governed and interpreted in accordance with the laws of England and Wales. Any disputes shall be subject to the jurisdiction of the English courts.

#### **10. Agreement**

By booking with Freddie Douglas Events, you confirm that you have read, understood, and agreed to these Terms and Conditions.

For any queries, please contact us at [info@freddiedouglaevents.co.uk](mailto:info@freddiedouglaevents.co.uk)

---

#### **Freddie Douglas Events**

County Durham

[info@freddiedouglaevents.co.uk](mailto:info@freddiedouglaevents.co.uk)