

A. Wedding Clients

The client(s) as referred to in a wedding contract is the couple consisting of two adults which may include their representative wedding planner, otherwise the client / customer is considered the individual and / or business to whom communication of our services and products must be rendered to or through.

B. The Wedding Planner

Renaissance Designs Inc recognizes wedding planners as having authority given by the couple, to make decisions on the couple's behalf which includes signing the wedding contract in cases where it is not possible for the couple to be present.

C. Contracts

Contracts must be signed before any materials for an event be acquired. Please note we emphasize the urgency of this step, as it will determine the period time that remains to prepare, purchase and install. Failure to sign a contract after your acceptance of a final approved quotation may result in rush fees being charged. On the occasion that the contract remains unsigned for a duration that hinders the timely and satisfactory undertaking of an event a price review would be necessary. The purpose of contracts unless otherwise stated will be to solidify quotation costs over a period of time while ensuring a clients custom requirements and mutually beneficial agreements for the process of undertaking an event. Only via a contract can its terms supersede the terms stated in this document if so stipulated. (*see quotations section below*).

D. Quotations & Estimates

All quotation costs are valid for 6 months or until the event date or whichever occurs first after which, pricing will be subject to review and if necessary adjustment to reflect changing costs over time. An "Estimate" however is only valid for 30 days, and is used to give an indication of projected costs and **not final cost**.

Booking for all clients except those seeking service for a wedding event is complete once a quote has been signed, this is the **only** affirmative go-ahead on a specified project and the process of purchasing shall begin only at this point in conjunction with a deposit of the stipulated mobilisation fee located on the signed quotation under "*Terms of Invoice Payment*" Clients seeking service for wedding events must also sign a contract in addition to the final quotation.

PLEASE NOTE: The availability of any material(s) is solely dependant on their distributor.

Wedding clients have 6 months to sign / approve their contract. This ensures that the final cost is set and guaranteed. This guarantee does not encompass any shipping delays, distributor problems, acts of god, nature, civil unrest or war. In any case where a quotation has been reviewed and revised a new contract and quote must be issued to reflect the revised cost(s). Please note that the availability of any materials is solely dependant on their respective distributors. For all clients it is important to know that unsigned quotations are **not** considered approved booking, even after several revisions. Final revisions **must** be signed.

PLEASE NOTE: Renaissance Designs Inc has taken these measures to ensure that the entire decorating process flows as efficiently as possible with no hassle for clients.

E. Services

For Wedding clients all services are selected from our (Renaissance Designs Inc) "*Wedding Décor Planner*" or wedding brochures, which may be filled out by us, the client(s) or their representative wedding planner if so desired. Additional services may be added to the "*Wedding Décor Planner*" where necessary; however these can only be made by Renaissance Designs Inc staff per request of the client(s) or their representative wedding planner.

In the event that the client(s) or their representative wedding planner issues a change in services that differs from that of the final, approved and signed contract and quotation a new contract and quote must be issued.

F. Event Development

Our standard will be:

- To prepare a quotation followed by a meeting / site-visit(s) if necessary or if requested.
- To provide a spoken idea for the purpose of visualizing the venue(s) décor, or if requested a (1) visual rendering.
- To, through meeting(s) with the client(s), their representative or other means of contact as necessary, determine final arrangements,

services and fees which may be outlined in quotation(s) and/or email.

· To follow-up with a contract, and / or invoice(s) outlining service payments and / or rental payments as applicable.

g. Visual Rendering & Mock-Ups

A client may request either one visual rendering or a spoken/email description. Visuals are only produced for weddings by request. All visuals are simply a fabrication of what the decorated location(s) should resemble and may be rendered in Hand-drawn art, 2D or 3D Computer Generated Stills, Presentation format, Plan Format or a variety of other different methods to gain desired effects.

Visuals are purchased at a cost of BDS **\$150.00** each and an additional BDS **\$50** per revision where a revision does not constitute a change in more than 50% of the artwork. Submission of Visual renderings in digital format is our chosen method of delivery for approval. If printed or special viewing material is required this will constitute an additional fee based on the quantity and type of medium required.

All Visuals seen by the client are the property of Renaissance Designs Inc until they have either been purchased separately or the respective quotation and / or contract has been signed. After this point visuals are considered to be the property of the purchaser. Mock-ups will be created for visualizing purposes only and are subject to the above terms for visuals. Mock-ups and certain visuals will be viewed at our offices unless otherwise stated.

Mock-ups will be priced in the following manner - **Cost of securing items for proposed display + 5% + VAT**: The costs for visuals and mock-ups are added to your quote on request of the respective items and will unless otherwise stated cover a viewing duration of one (1) day. To be determined by pre-arranged booking.

h. Changes & Additions

Changes requested by a client after a quote has been signed may result in additional or increased costs if extra materials and time are to be used. Where this occurs a quote will be generated if time permits. Failing this additional costs will either be reflected on your final invoice / statement or an additional invoice will be posted.

Changes due to venue relocation may require a new estimate and / or contract. All changes on the part of Renaissance Designs Inc barring acts of god, nature, civil unrest and war will be discussed with the client(s).

In the event that last minute changes are required and not foreseen Renaissance Designs will make all attempts to efficiently and creatively complete any outstanding work such that final delivery is as close to that agreed to, as reasonably possible under prevailing circumstances.

i. Cancellation

Cancellation of an event due to difficulty on the client side will be the responsibility of the client(s). All costs agreed to by contract, signed quote, rental form or other document thus far, which cover but are not limited to; **50%** of approved cost where a quote(s) have been issued, and any additional costs generated by the advance purchase of materials in preparation for decor installation or supplier rental remain to be paid. Refunds under these circumstances are not applicable. Furthermore if your event has been canceled at least 2 days prior to its scheduled date, Renaissance Designs should be notified immediately to reduce any supplier rental costs that have not yet been charged.

j. Refunds & Discounts

A partial refund may be possible under special circumstances. Administration fees are **not** refundable. Please note: In cases where discounts are given, reduced cost(s) are applicable for only the items themselves, which have been discounted. Any additional fees for damages, past due items, etc... are not discountable. Furthermore any items removed from or added to a group of items to which a discount was applied shall render the discount null and void.

k. Cheques

All cheques should be made payable to Renaissance Designs Inc. Payment(s) should be made via single or if agreed to multiple installments for a single bill of invoice only and not combinations of invoices where an invoice(s) have been issued. A \$75.00 fee will be charged on all returned cheques.

L. Terms of Payment

ALL Clients must deposit an advance payment of 50% of their total quoted cost(s) before preparation for their event may begin. For wedding events the final balance must be cleared on or before the date of the wedding (this includes any applicable security deposit(s)), however if all payments are completed at least 7 business days before the date of the wedding a 10% discount will be due back. For all other event types in addition to a 50% advance deposit your final balance shall be paid on completion of our quoted service(s). Customers under this scheme will have no more than 7 business days from the date of invoice to take advantage of their 10% discount. ALL clients client will be considered to be in breach of contract and or quote and these terms if final payment is not received as outlined above. A grace period of no longer than 14 business days from the date of invoicing shall exist, thereafter your payment will incur an interest fee.

Renaissance Designs Inc reserves the right to withhold further service in any breach of this nature, until these terms have been satisfied. In cases where this occurs suppliers may be directed to retrieve any outstanding payments directly from the client.

PLEASE NOTE: Payment will be considered to be an affirmative approval of the last quotation revision proposed. Wedding clients have available to them several wedding packages from which a payment plan can be devised to organise scheduled payments ending before the wedding date. Additionally clients for wedding events must sign a contract in addition to their quote. In cases where there is a late booking for an event of any type an increased advance deposit may be required. (see sections C. CONTRACTS and D. QUOTATIONS & ESTIMATES)

An interest fee of 3.75% monthly/part thereof will be charged on all amounts unpaid (outstanding) after 14 days from the date of invoicing as outlined above. Renaissance Designs Inc reserves the right to amend the interest rate from time to time. In the event of non-payment within the terms of this document, the client agrees to pay the entire balance of their amount, including but not limited to reasonable fees, bailiff fees and any other debt collection expense incurred in the process of collection. Accounting queries may be directed to accounts@renaissancedesignsinc.com or admin@resources.renaissancedesignsinc.com

M. Decorating Elements & Centre Pieces

Decorating elements and centre pieces remain the property of Renaissance Designs Inc unless otherwise specified. Where centre pieces and decorating elements comprise of glass, electronics, lighting elements and/or any other materials selected by Renaissance Designs Inc as returnable items, the client must make all specified items available for collection.

It is the client's responsibility to ensure that all centre pieces and decorating elements including any minor accompanying elements be kept safe and clean. Provision should be made for their collection at the end of the event. If centre pieces and decorating elements cannot be made available for collection by Renaissance Design Inc after the event, it is the client's responsibility to further ensure that they are safely stored until an appropriate time. Please note that extended rental fees will apply. Failure to return the indicated elements within 7 days will result in the forfeiting of your security deposit or applicable withholding charges.

PLEASE NOTE:

- a) Charges will be deducted from the security deposit depending on the severity and extent of the damage.
- b) Fabric(s) are **not** to be laundered before or after use by the client. (see section O. RENTALS)

N. Invoices, Receipts & Statements

Invoices shall be generated for each group of quoted service(s) rendered and issued at the conclusion of service or within a period of 7 days after the events completion. The "Terms of Invoice Payment" section or applicable area on each invoice will determine the payment method and due date as necessary. All invoices that remain to be paid for a period of not less than 14 days from issuing of its invoice will incur a 3.75% per month/part thereof interest charge. (see section L. TERMS of PAYMENT)

Our standard will be to post statements to our clients on a monthly basis that will reflect past and present outstanding payments if it is deemed necessary or otherwise requested. Our statement system is outlined below and must be observed by all customers who operate under this system.

Payment

Payments must be made to service the oldest outstanding invoice (debt) on your account, and follow on in chronological order until the final (most recent) invoice's payment has been cleared. We have taken this step to ensure the ease of flow of transactions and utmost organization in the management of your account.

PLEASE NOTE: The payment method outlined above applies to **ALL** clients/customers unless otherwise agreed to in writing and sanctioned by the directors of Renaissance Designs Inc.

o. Rentals

The Client(s) are wholly responsible for all articles on hire from the time of delivery until collected or returned. Such responsibility includes shortages, damages, breakages and losses including but not limited to those due to theft or burglary. Please Note: A security deposit may be required. Also note: the client(s) become responsible for all elements from the prearranged time to complete installation until the client(s) prearranged time of collection or drop-off.

In some instances rental costs are partially refundable except where the items to be rented have already been delivered to or collected by the client(s).

Payment for rental items is made at collection or prior to collection. Renaissance Designs Inc will accept payment at delivery in instances where otherwise impossible however not afterwards. Items not returned by the stipulated and / or agreed to date and or time for any reason will be charged at a continuous daily rate or part thereof for all outstanding items at their full rental rate until the day of their return, plus any applicable damage fees etc...

PLEASE NOTE: All items are charged for once rented whether or not used and should be checked on issue by the client and reported immediately.

PLEASE NOTE: Any articles on hire will be charged daily at the cost to rent the article once their rental period has expired until their return. Late payment must be made in full at the date and time of their return for the outstanding duration. Interest will be applied to outstanding late fees. (see sections **L. TERMS of PAYMENT** and **N. INVOICES, RECEIPTS & STATEMENTS**)

p. Wedding Packages

Wedding packages are standardised guides that enable couples to easily select their desired decor and rentals. There are three wedding packages designed by Renaissance Designs Inc, which cater to the taste and capacity of ones budget; Ruby, Emerald and Diamond. [**Please ask/call us for a Wedding Package Guide for further info.**]

PLEASE NOTE: Discounts are only available under the Diamond Wedding Package

q. Wedding Payment

Our policy for wedding clients allows for either total payment up front or full payment of rental elements and half of the decorating cost to be paid up front and the balance no later than the date of the wedding specified on your contract or the creation of a payment plan specific to your needs allowing full payment before your wedding date. This is to ensure that the bride and groom are clear of any outstanding debts after they are wed.

r. Budget

We encourage our clients to consider a budget for their event. It is essential as part of your planning and lends itself to the efficient, suitable and successful design and décor for your event. Please note: The quality, quantity and impact, of any event's décor are dependant on its budget.

s. Bookings & Rush Deliveries

The following is in effect for all jobs where decoration is necessary:

- a) All events booked on public holidays will be subject to double time charges if the event is approved.
- b) All events scheduled to be installed after 12am will be subject to a time and a half charge.
- c) Bookings should be made at least 3 weeks before the scheduled date of installation, bookings made after this period may be subject to rush delivery fees.
- d) Discounts are not available for events deemed to be a "Rush Event / Job"

t. Balloons

Renaissance Designs Inc does not accept any responsibility for the longevity, quality, and or floating time of any balloons provided by the customer.

Renaissance Designs Inc reserves the right to refuse any balloons provided by the client for any reason(s) that would in our opinion significantly impact on the quality of a job and by extension the reputation of the company. In addition it is company policy to adhere to specific standards

of balloon inflation as well as balloon handling. Payment is required in full for any balloon service valued at \$250 BDS or less prior to delivery, pickup of items or job installation.

u. Delivery

The Hirer should check all items on receipt and report any discrepancies, directly to our office immediately, and not wait until after use. Delivery fees may be paid prior to or on collection of a delivery. Goods and / or services cannot be collected failing this.

v. Security Deposit

Where necessary clients must make a security deposit. This deposit covers in certain instances either partial or total cost of rental.

w. Delays

The site of installation should be clean, safe and available for installation, delivery, dismantling and / or collection. Delays experienced may impact on the organization of the event, impair our ability to function and by extension the final product delivered.

The availability of the work-site and its components are paramount to timely installation, with this in mind customers should note that there will be an extra charge for any excessive installation time required to bring a job to its completion, where our team(s) have been hindered for reasons including but not limited to; lack of preparation on the client(s) or venue organizers part, conflicting/dual booking of same event or connected events such that resulting disorganization impacts on timely installation and / or the procurement of material(s) etc... such that resulting disorganization impacts on timely installation and / or the procurement of material(s) etc...