

LUXE Soirées

EVENT TERMS & CONDITIONS 2023

Quote

Luxe Soirées quotes are valid for a period of 7 days from issue. Acceptance of the quotation is subject to written confirmation.

Deposit

In order to secure your booking, a non-refundable 20% deposit must be paid within 7 days of receiving your final quote. Failure to do so may mean that your booking is no longer available. The final balance is due 14 days before the event date. All catering must be confirmed 14 days before your event. If you make a booking less than two weeks prior, the full amount will be required before your booking is confirmed. Any additional payments required due to changes on the day must be made within 7 days after your event.

Cancellation

Any cancellation less than 4 weeks prior to event will result in the loss of the 20% deposit placed to confirm your event. On the day cancellations, incur the full fee. We source our food from local suppliers, this means that the platters use seasonal produce and are not always the same. We need a full 1 week notice to cancel any food orders. Any cancellations made inside the week period will incur the full fee of food ordered (\$49 for Couples Soirées and \$19pp for Group Soirées unless any changes have been made to the menu). The Customer will be responsible for its collection.

Time Allocation

In your quote, a time allocation will be provided depending on any add-ons you have selected. Should this time need to be extended, a fee of \$50 per hour will be charged to the Customer. Luxe Soirées needs to be notified before the event commences. For the safety of our staff, pack up in public spaces can be no later than 7pm due to restricted lighting. Public Holidays, special days (Mothers Day, Fathers Day, etc) incur an additional 15% fee.

Losses and Damages

Luxe Soirées shall not be liable for any loss or damages to items during allocated event time. The Customer shall be responsible for the security of these items at all times during the event. The Customer is responsible for gaining the approval to use equipment in public places from relevant local authorities. Luxe Soirées takes no responsibility for any injuries sustained from the misuse of equipment. Any loss or damages during the event are to be reported to Luxe Soirées as soon as possible. All items will be checked upon the conclusion of the event and assessed for any damage. The Customer will be responsible for any costs incurred to clean, repair or replace any items. This is at the discretion of the Luxe Soirées team. Any costs incurred from damages will be charged to the Customer.

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Wet Weather

Luxe Soirées is based on the Sunshine Coast, which is often subject to rapidly changing weather, be it rain or strong winds. We advise all customers to have an alternate wet weather plan. In the event of extreme weather, dates of bookings can be changed at the discretion of Luxe Soirées and is subject to availability. Food products and personalised add-ons are unable to be cancelled at this late stage and will incur a full fee. It is recommended that you have either a back up location or an alternate date for your event. If you must cancel, see cancellation fees above.

Food Safety and Alcohol Consumption

Perishable food items are provided fresh at the beginning of an event. Our local caterers advise that your food is safe to consume for up to four hours after being out of refrigeration. It is at the customer's discretion to decide if food is safe to consume after it has not been kept at the appropriate temperature.

Luxe Soirées takes no responsibility for the consumption of alcohol. Liquor Act 1992:

It is against the law to sell or supply gift baskets containing alcohol to, or obtain alcohol on behalf of a person under the age of 18 years.

Use of photos and Media

Luxe Soirées has the right to use photos of our creative work for promotional purposes.

Please inform us if you do not wish for this to happen. All creative work by Luxe Soirées must be credited accordingly. All publications, (media, print, blog, social media) must credit us or our vendors as the supplier of the concept and styling items.

Any photos you take during the event that you share with us on social media, may be included on our social media pages.

Covid

Any cancellation of a booking due to COVID-19 less than 4 weeks prior to event will result in the loss of the 20% deposit placed to confirm the event. In 2023, we are aware of the nature of COVID-19 and that restrictions could change and borders close at any given time. By making a booking, the Customer confirms they are also aware of this and are accepting of the associated fees. You may also postpone your event and transfer your booking to a new date. This is at the discretion of Luxe Soirées and is subject to availability.