

## TERM AND CONDITION

### Booking

Once you have decided to proceed with the quotation, a non-refundable deposit of 50% of the total of the order is required in order to secure the booking. The booking will not be confirmed until the payment of the deposit is received. With the booking confirmed, you agreed to all items as listed on the quotation.

### Payment

Payment can be paid in form of electronic transfer or Eft to our nominated account. Details of the account will be attached at the bottom portion of your invoice. All payment need to be received by due date or 1 month before the event in order for any goods to be despatched. Once you have made a deposit payment for your booking, you are deemed to agree to all OollieFlora's term and condition.

### Cancellation

Cancellation of the wedding/event

If you need to cancel the date of your wedding/event due to personal reason, you will need to notify us in writing as soon as possible. All monies that have been paid will not be refundable. Transfer booking to another date is subject to availability.

### Postponing the wedding/event date

If you need to postponed or change the date of your wedding/event, you need to give us written notification as soon as possible. The new booking is subject to availability. If the new date is available for booking, you will receive a confirmation from us. A writing notification has to be made to Oollieflora at the very least 1 month prior the event date.

### If OollieFlora cancel your order

It will be very highly unlikely for us to cancel your order for wedding/event. However, in the case of extreme circumstances that not allowing us to fulfil your order, for example due to: illness, injury, accident, we will try to appoint another suitable supplier for you. In the case of we are unable to appoint another supplier for you, we will refund to you all the payment you have made to us.

### Reduction

After a décoration proposal has been approved and agreed upon, and a job has been booked (deposit paid), we only allow a maximum 20% reduction of the design/job. Client is expected to address their intention to reduce the décoration in writing, and it will be subject to Oollieflora's team approval. If the reduction of the design might change/impact the whole concept design of the event, OollieFlora will have full right to disapprove the reduction. Our team however, may try to offer a substitute or another solution for the client.

## **Changes**

We will do our best to accommodate your changing needs. Once a décoration proposal has been approved and agreed upon, and a job has been booked (deposit paid), Client is expected to address their intention to change the décoration in writing, and it will be subject to Oollieflora's team approval. Our team will always try our best to accommodate all of the client's needs. We will try our best to facilitate all the minor changes.

Major changes from the proposed design however (for ex: changes of the design concept, change of venue, change of the food service/table settings) may result in a new design proposal and a quotation. When OollieFlora and clients are agreed to a new design proposal and quotation, monies that has been paid for a previous quotation can be transferred to the new one, with exception of retainer fee (ex: Design and planning fee). The amount of the retainer fee is specified in the quotation.

When an agreement can not be reached for the new proposed design and quotation, the existing design, quotation, and contract that has been agreed will continue to bind between OollieFlora and the client.

## **Substitution Policy**

We will try our best to provide you with products which have been agreed upon. We reserve the right to make substitutions in the case of uncontrollable seasonal changes and availability. If we are forced to make changes, we will notify you as soon as possible and will advise you with the most suitable options which is of good equality and equal value.

## **Hired Items**

All hired items as outlined in your quotation are your responsibility from the point of the delivery to returning. Should any items be lost, damaged or stolen, the hirer will need to pay the replacement at a retail cost of any of those items.

## **Photography**

We are entitled to use photographs of our products and post them in our social media, website or our other marketing tools.

## **Covid 19**

With the acknowledgement of COVID 19 as the world's pandemic, we agree to treat the pandemic as "force majeure" event. When the environment, the situation, and the regulation of the local government is not conducive to the

execution of the event, OollieFlora allow clients to postpone and reschedule the date of the event up till 18 months of the original date of the event.

When the regulation of the local government applied on the day of the event limit the event to be executed In accordance to the original design proposal, OollieFlora will allow and facilitate client for the reduction, change or substitution of the design. The quotation will be adjusted accordingly with the new design proposal. All monies that has been paid will be applied to the new quotation.

OollieFlora will have full right to refuse any request that deemed to be illegal.