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Wendy Grant Events Customer Service Contract

This contract is the legal blueprint for 'Wendy Grant Events' and any potential customers who so desire to access any of the services we provide. This contract is to be considered binding and explicitly lays out the terms and conditions expected to be adhered to, between 'Wendy Grant Events' and Name of Customer (s) (_____)

1. Payment Schedule:

After contacting 'Wendy Grant Events' by phone, email or website visit, an initial verbal consultation will ensue to ascertain the services you Customer's Name (_____) wish for us to provide. 'Wendy Grant Events' will document the request for service. Within 3-5 business days an initial invoice for services with all prices will be provided in writing to you (Customer's Name) _____ .

It is now the responsibility of Customer's Name (_____) to inform 'Wendy Grant Events' if the pricing and services outlined in the initial invoice is okay and if 'Wendy Grant Events' should proceed with the service(s) or make any adjustments to meet your demand and budget. After permission is received in writing from (Customer's Name) _____ to proceed with service(s), a 50% payment is required immediately which is **non-refundable**. Please note, no work will commence until the deposit is paid. All other payments must be paid in full one day before the event takes place or services are provided.

A security deposit of \$200 will be charged to your account to recover any damage to 'Wendy Grant Events' property. At the end of the event / service (s), if no damages occurred the \$200 will be returned the following day of the event / service (s) via e-transfer to your bank account or by cheque drawn to (Customer's Name) _____ .

2. Terms for Cancellation by the Customer:

If for any reason(s) (Customer's Name) _____ cancels the event / service(s), any money collected so far will not be refunded by 'Wendy Grant Events'. You can however obtain a service credit for a later date should you choose to use the services of 'Wendy Grant Events' in the future.

Please also note any cost pertaining to this cancelled event / service(s) that is incurred since your last payment, becomes your responsibility to pay to 'Wendy Grant Events'.

3. Cancellation-by 'Wendy Grant Events'

Clause: In the event of any unforeseen situations like, serious illness on 'Wendy Grant Events' part and we can no longer provide services to (Customer's Name) _____. 'Wendy Grant Events' will issue a full refund to (Customer's Name) _____. 'Wendy Grant Events' will also refer you to another event planner who can provide similar services to you.

4. Termination

Clause: In the event of bad weather such as a snowstorm, hurricane, tornadoes, tsunami, a government shutdown of facility where event is scheduled to take place, a pandemic or any other disasters that are not caused by neither 'Wendy Grant Events' nor any third party involved in the event planning shall not be held liable.

5. Indemnification Clause:

Please be advised that 'Wendy Grant Events' is a full-service event planning business for small events only (1-50) persons, as our current location is small. Any event for more than 50 persons, customers are required to find a suitable venue to host their event. As part of our event planning package, we do recommend venues, we however cannot assume responsibility for ensuring all the amenities are to your liking. Therefore, it is your responsibility to conduct your own research. We are happy to do all your event décor, bake and decorate your cakes, linking you to other businesses, such as the photographer, officiate for weddings, MCs, and of course the DJ who will keep you and your guests entertained. Whenever 'Wendy Grant Events' makes connections with any third party on your behalf, it is your responsibility to make direct contact with those companies to state what services you want from them. 'Wendy Grant Events' will upon your request

collect money from you (Customer's Name) _____ to pay over to these third-party companies. However, 'Wendy Grant Events' will not assume any liability for any dissatisfaction on your part, if the services received from the third does not meet your expectations.

Please note if you (Customer's Name) _____ choose to use a restaurant to cater for your event 'Wendy Grant Events' will not assume any liability for the quality of the food. 'Wendy Grant Event's will however ensure that food received from a third-party company such as a restaurant, is at the recommended serving temperatures. We will ensure food is kept at the servable temperatures and if needs be, we will reheat food in a microwave or on a stove top. Notwithstanding the fact that there may be equipment malfunction at a venue rented for your event, or the prohibition of items such as the use of open flames to keep food warm and the use of confetti products. It is the responsibility of the host to ensure there is adequate resources at the venue rented to allow guests to have the most positive memory during and after the event is concluded. To serve alcohol beverage at your event will require getting a special event license, which comes at a cost. 'Wendy Grant Events' can assist with this upon your request, but all cost associated with the obtaining of such license will be passed on to you (Customer's Name) _____ . Please also take note 'Wendy Grant Events' will not assume any liability or shall be held liable for your guests who choose to consume alcohol beverage at your event.

Please note that the rental of any venues to host (Customer's Name) _____ event is solely your responsibility and not the responsibility of 'Wendy Grant Events' or any third party working alongside 'Wendy Grant Events'. 'Wendy Grant Events' can assist you in acquiring a venue for your event upon your request but assumes absolutely no responsibilities or shall be held liable for equipment availability, equipment malfunction, damage to property by guests at the event, theft of any items from the venue, or any by-laws set out by the property owners / management where your event is hosted.

If any problems arise on the day of the event pertaining directly to the venue, the equipment provided by the venue operators, or injuries sustained by any guests at the venue that was rented on your behalf, concerns must be taken up with the property management as 'Wendy Grant Events' shall not assume any liability.

Any equipment rented to you, by 'Wendy Grant Events', to be used at your event must be returned in the same condition as it was given. Failure to do so means you will be required to pay for the damaged items.

Any equipment rented to you by 'Wendy Grant Events' to be used at your event but was not returned or turns up missing because a guest might have taken it, or accidentally thrown it out and it cannot be retrieved, you Customers' Name(_____) are responsible to pay for these items.

6. Photo Release Clause:

Please note it is common business practice for 'Wendy Grant Events' to take photos of event décor for promotional purposes, which are often placed on our website and social media pages. We always try our very best to edit videos and photos to protect the identity of our customers and their guests. If for any reason Customer's Name(_____) have a problem with us using photos from your event please let us know in writing by stating, 'I object' at the end of this paragraph also place your initials. If we did not get a rejection to this practice, 'Wendy Grant Events' will assume you are okay with us using the photos for promotional purposes.

_____ Customer's Signature

_____ Date