

# Standard Terms and Conditions of Service

## Payments and Confirmation of Booking

- 50% deposit required for confirmation & commencement of planning and ordering. Happy & Co requires payment of the balance of the final invoice to be paid on the event date after completion of set up STRICTLY in CASH or CHEQUE only. BANK TRANSFER appreciated 1 day before event. Bank details are listed on our invoice.
- For project value **below** RM 1000, full payment is required upon confirmation.
- All package prices include delivery, set up and pack up charges to most locations in Klang Valley. Add RM 100.00 for Ampang, Bandar Baru Selayang, Batu Caves, Gombak, Hulu Langat, Setapak, Wangsa Maju, Kajang, Cyberjaya, Putrajaya, Semenyih, Port Klang, Kapar and Meru.

## Property, Furniture and Equipment

- All furniture, props, serving vessels, crockery, utensils, backdrops, artwork, décor, and linen remain the sole property of Happy & Co and/or any rental company used by Happy & Co (Props)
- All Props will be collected after your event. Any missing Props will result in deduction of the Security Deposit as described below.

## Security Deposit

- Happy & Co requires reimbursement for any damaged or missing Props. The cost will be based on the replacement cost of the item or the set of which the item was a part (or the closest available item/set).
- A security deposit is added to the balance of the final invoice. This deposit will be refunded in full if there are no damaged or missing Props.
- Any replacement costs in excess of the deposit will be invoiced separately, with payment required within seven (7) days of invoice.
- Any damage to Props is the responsibility of the Client. Once we leave the site we have no control over the use of the Props, nor the weather, nor any changes and adjustment of placement made to the Props.
- Happy & Co will not be held responsible for any damages or loss incurred due to the improper usage of Props.

## Concept & Copyright

- Happy & Co will work closely with you to design your event, however you will not be eligible for a refund should you believe it does not meet the design you have imagined.
- Happy & Co does not allow the inclusion of any items on the table that are not provided by Happy & Co, unless this is negotiated with you during the design process.
- Selection of vendors used in your event is at the discretion of Happy & Co. We reserve the right to reassign vendors as and when required without prior notification to the Client.
- Happy & Co owns the rights to the design concept for your event. These concepts should not be copied and is not transferable.

## Liability

- Happy & Co will not be liable for any injury, allergic reaction, sickness, choking, loss or damage directly or consequently arising out of the use and consumption of food products (including those sourced from 3rd party vendors), and/or props and/or hire items used on the site.
- The Client indemnifies Happy & Co and holds Happy & Co harmless from all claims, actions, proceedings, costs, damages, and liability including attorney fees and court costs arising out of in connections with or resulting from the services of Happy & Co.

## Cancellation & Refund Policy

- If Happy & Co is unable to deliver services as per your invoice due to illness, tragedy, “Acts of God” or “Force Majeure”, Happy & Co will make commercially reasonable efforts to provide a replacement event stylist/planner with capabilities and experience to complete the services as stated in your invoice.
- Should you wish to cancel your event, you will receive a cancellation invoice from us. The penalties chargeable:
  - If cancellation notified in writing more than 30 days prior to event - 50% of total cost
  - If cancellation notified in writing more than 14 days prior to event - 75% of total cost
  - If cancellation notified in writing within 14 days prior to event - 100% of total cost
- Should you wish to postpone your event, you are required to pay the balance of the final invoice on the original date of the event. Your date of postponement must be within 3 months from the original date of the event and will be subject to availability of all our vendors working on your project.