



BLOSSOM & BLOOM  
LUXURY FLOWER WALL HIRE

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## CONDITIONS OF HIRE

By placing an order, the Customer agrees to the following Conditions of Hire. All rental items remain the property of Blossom and Bloom Cairns. The rental agreement is between Blossom and Bloom Cairns and the Customer.

### **RENTERS RESPONSIBILITIES**

Responsibility for the rental items remains with the Customer during the rental period, which includes from the time the items are in the Customer's possession until the items are accepted back into the possession of Blossom and Bloom Cairns. Under no circumstances are rental items to be left at unattended premises. Rental items are not to be used by any other third party.

### **RENTAL PERIOD**

The rental period for Flower Walls & backdrops and floral numbers/custom letters is twelve (12) hours. Blossom and Bloom Cairns must agree to any extension to this period. Should the rental items be held for a longer period without prior agreement, the Customer will be charged a full twelve (12) hours rental for every additional twelve (12) hour period. Alternatively, multiple day rates are available and can be provided upon request.

### **DELIVERY & PICKUP**

Blossom and Bloom Cairns services Cairns and surrounds, including Port Douglas, Tablelands and Mission Beach. For flower walls, delivery, set up, pack up and pick up is included in the hire price for events within the catchment area between Palm Cove and Gordonvale. Delivery fees for outside this area will apply based on the Customer's proximity to our business address in Cairns and will be disclosed to the customer before confirmation of booking is given.

Delivery & pick-up times are to be agreed at time of booking. Blossom and Bloom Cairns will not be liable for any delivery or pick-up delays caused by circumstances beyond their control.

Floral numbers and custom pieces are priced for pickup only. This price includes optional stand hire. Delivery can be negotiated but is subject to staff availability and will be quoted individually. Floral numbers must be returned by 10am of the next calendar day following the booking date unless otherwise negotiated at time of booking.

### **WALL PLACEMENT**

Blossom and Bloom strongly recommend having the flower and greenery walls placed against a surface (i.e. a wall) to ensure that the wall is stable and not affected by environmental conditions such as wind. This also ensures the safety of all guests. Blossom and Bloom advise that children are to be supervised at all times and the walls are not to be climbed on.

Blossom and bloom will always aim to set up in the safest area possible where there is a spot that the flower and greenery walls can be tied down. This will ensure that the wall is secure and does not fall in any circumstance.

Blossom and bloom reserve the right to refuse set up in areas that are deemed to be unsafe, such as (but not limited to) in front of fire exits, windy open areas, unstable surfaces and when being exposed to the elements such as rain, fire and wind. Under no circumstance are the flower and greenery walls to be moved unless given approval in writing from Blossom and Bloom Cairns.

### **DAMAGES, BREAKAGE & LOSS**

In the event of any breakage or damage caused to the rental items, the customer will be additionally invoiced and liable for actual cost to replace the equipment "Hire" items irrespective of the age or condition of the item at the current replacement cost. Replacement value of our rental items is based on the current retail value. The additional costs will be payable within 7 days of your event. By proceeding with payment for their order, the customer agrees to comply with the conditions surrounding breakage/damages of Blossom and Bloom Cairns' collection.

## **PAYMENT OPTIONS**

For bookings under \$400, a non-refundable booking deposit of \$50 AUD will be required at time of booking with the remaining balance to be paid at least seven (7) days before the event date.

Bookings over \$400 require a non-refundable booking deposit of \$100 AUD with the remainder of the balance to be paid at least seven (7) days before the event date. If bookings are made less than seven days in advance, the full price must be paid at the time of booking. This reserves the hire items requested and agreed upon by the customer and Blossom and Bloom Cairns. Orders are not confirmed unless booking deposit is paid. Under no circumstance will Blossom and Bloom Cairns provide services until the full amount is paid. We accept cash payment via bank transfer. Blossom and Bloom Cairns account details can be found on the supplied invoice once it has been sent to the nominated email address when booking.

## **ORDER CHANGES & CANCELLATIONS**

Changes to orders, can be made up to 7 days prior to the Customer's event. Additions & substitutions are subject to availability. If the customer requests to change to an item of greater value than that originally booked, the price difference will be payable by the customer. Changes to the order will not be made until this amount has been paid. If the customer wishes to change to an item of less value than that originally booked, Blossom and Bloom Cairns will refund the difference between the two prices into a nominated bank account.

All cancellations must be made in writing to Blossom and Bloom Cairns. In the event of cancellation, the Customer's full payment will be refunded in full if they request to cancel 30 days or more prior to the event date. Any cancellation made less than 30 days prior to an event will result in loss of 50% of the hire cost. The remaining 50% of the hire cost will be refunded to the customer into a nominated bank account. This is applicable to all orders, regardless of the proximity of the order date to that of the event date.

## **LIABILITY**

Blossom and Bloom Cairns accepts no responsibility for injury caused to any person or damage caused to any property of the Customer resulting from the hire of the rental items.

By proceeding with payment, the customer acknowledges that they have read, understood and accepted the conditions for hire detailed above.

Blossom and Bloom Cairns reserves the right to change these Conditions of Hire at any time.

Updated February, 2022.