



CWT Cyprus Wedding Touches Ltd - Terms & Conditions

1. **Booking** - We want to make your day very special, but we can only work with the information that you supply. The CWT Cyprus Wedding Touches Ltd booking form needs to be fully completed and returned to us or your wedding co-ordinator. Failure to provide all relevant information may lead to errors and/or omissions or maybe a cancellation. We, CWT Cyprus Wedding Touches Ltd, will not be held responsible for any errors and/or omissions or cancellations caused by the lack of required suitable information to fulfil your order. Any changes to your venue, booked date and/or time for your ceremony/reception must be confirmed with us so that we can still fulfil your order, failing to check with us may result in your order not being carried out due to other commitments. Date/time alterations that result in a booking cancellation will be subject to the rules of section 10, Cancellations.
2. **Agreement** -
 - a. You (the customer) agree to pay the full price listed on your invoice for the hire, from us CWT Cyprus Wedding Touches Ltd, for the listed items requested by you on your booking form.
 - b. You agree to take care of the items hired to you and will make sure that no damage, staining or hindrance is caused to the products hired. If returned in a poor state, you will be responsible for full replacement or cleaning costs. Should any hired items be taken from the venue, you will be liable to pay for these in full to CWT Cyprus Wedding Touches Ltd. Legal action will be enforced for theft or vandalism of our goods. You will be held responsible for the damage/theft caused by your guests, even if their actions are completely unknown to you.
 - c. You agree to return to us the hire products in the same condition they were hired to you.
 - d. In the event of damage/theft to our goods you agree that they will be paid for in cash in full when our representative brings the damage/theft to your attention. Failure to immediately pay for the damaged/stolen goods in cash will result in legal action. Failure to immediately pay for the damaged items will result in the immediate removal of all the booked services/goods, regardless of the time and no refund will be given.
 - e. In the event of rowdy/disrespectful behaviour towards our staff members or our goods, our services and goods will be withdrawn; goods removed immediately without notice and no refund will be given.
 - f. By booking our services/products you agree that CWT Cyprus Wedding Touches Ltd Terms & Conditions (T&Cs) are the governing T&Cs which override all other T&Cs, this applies no matter what clauses are listed in your T&Cs.
3. **Hotel Acceptance** - Prior to ordering, you or your wedding co-ordinator must check with the hotel/venue to ensure that they will accept our goods/services on their premises. No responsibility will be accepted for the refusal of said goods/services by the hotel/venue host. No refunds will be issued for the failure to ensure that this is prior arranged. For candy items please contact your hotel and inform them of the delivery so that a suitably cool air-conditioned room can be used to store your items (refrigeration is not advised as this can cause condensation). However, no responsibility will be accepted for delivery issues caused by the hotel/venue. It is very important to note: some hotels will not accept food items.
4. **Time Constraints** - You must ensure that your chosen hotel/venue for your ceremony/reception grants us unobstructed and open access of at least 1 hour for us to be able to fulfil your decoration order with us. For any hired larger items, chairs or hanging decorations, at least 2 hours will be required. Failure to ensure that these time slots are provided may result in your order not being fulfilled and in such instances no refunds will be given.
5. **Storage** - All supplied candy items must **not** be stored or displayed in direct sunlight and should be placed in a cool/air-conditioned and shaded area.
6. **Starlight Backdrop, Letter Lights & Starlight Dance Floor** - You must ensure that your hotel can provide a suitable 240v electricity source within 3 metres of your set-up position for the curtain, dance floor and/or letter lights. In some instances, there might not be enough room to place the curtain and/or letter lights behind the top table, in this instance they will be placed near the party area wherever there is enough space to safely accommodate the curtain and/or letter lights. In the event that there is no/insufficient power available the dance floor/curtain/letter lights will still be displayed without lights; no refunds will be given. In the event of adverse weather conditions (windy and/or wet) and at our sole discretion, the dance floor/starlight backdrop and/or letter lights will not be available, and a refund will be given, less 40% abortive costs. We will always ensure that all lights are working once they have been set-up and we leave the venue. However, should a technical fault occur, and the lights do not work after we have left the venue, we cannot be held responsible and no refund will be given. In the event that there is a technical fault discovered when setting up the dance floor/curtain/letter lights you will be offered a full refund, in lieu of the dance floor/curtain/letter lights being set out. Please note that you must check with your venue a suitable flat surface and correct dimensions for the dance floor you wish to book. The dance floor cannot be placed on a soft surface such as sand or soil. All drinks are prohibited from the dance floor due to health and safety reasons.
7. **Fairy Lights** - Our fairy lights are battery powered so no need for any 240v supply. The fairy lights will be either wrapped around vertical posts or wrapped/draped around/along handrails, banisters or nearby fences, at a height of no more than 3 meters. No expectation should be assumed that they will be placed in/on a ceiling or ceiling type structure or in trees/shrubs.

8. **Payments** – For all orders, a deposit of 20% of the value of your order or at least €100 to hold the date is to be made to reserve your booking with CWT Cyprus Wedding Touches Ltd and the full balance should be paid by bank transfer no less than 4 weeks prior to your venue date. Failure to pay the balance 4 weeks prior to the venue date may result in your reservation being cancelled without notification and the deposit will be non-refundable. In the event that you have paid in full prior to 4 weeks before the venue date and you amend your order you may select alternative items, (Subject to availability), to make up the paid order value. Note: no refunds are offered or given for order amendments.
9. **Last minute bookings** – If you book with us less than 28 days prior to your venue date, full payment will be required before any confirmation will be made.
10. **Cancellations** – In the event of cancellation, your 20% deposit or 'hold the date' deposit will be non-refundable due to abortive costs. In the event of cancellation from the time of ordering until 12 weeks before the supply date and additional/full payments have been made, a refund of 40% of the amount paid (not including the deposit amount) will be given. Should you cancel after the 12 weeks period before the supply date you will not be eligible for any refund. For instances of Force Majeure where cancellations are out of the control of either parties please refer to section 21.
11. **Date Changes** – In the event of the customer changing the date of their booking and CWT Cyprus Wedding Touches Ltd. are not able to accommodate the date change, your 20% deposit or 'hold the date' deposit will be non-refundable due to abortive costs. Where the date is changed from the time of ordering until 12 weeks before the supply date and additional/full payments have been made and CWT Cyprus Wedding Touches Ltd. are not able to accommodate the date change, a refund of 40% of the amount paid (not including the deposit amount) will be given. Should you change your date after the 12 weeks period before the supply date and CWT Cyprus Wedding Touches Ltd. are not able to accommodate the date change you will not be eligible for any refund. For instances of Force Majeure where date changes are out of the control of either parties please refer to section 21.
12. **Refunds** – In the event of a permissible refund being issued this will be provided to you within 6 months of your claim and your banking details must be provided to us.
13. **Photographs** – CWT Cyprus Wedding Touches Ltd reserves the right to take photographs of your venue decorations and products supplied by us, for promotional use.
14. **Hanging Decorations** – Prior to ordering you must check that the hotel/venue allow hanging decorations and that the maximum hanging height should be no more than 3 meters for health and safety purposes. We cannot be held responsible for not being able to fulfil your order and no refund will be given. Hanging decorations will only be hung in one location.
15. **Wedding Post Box** – Our post boxes are not locked, therefore a nominated person from your wedding party should be given responsibility to empty the post box of any contents at the end of the evening. We cannot be held responsible for anything that may go missing from the post box. Post boxes must not be taken from the venue.
16. **Colours** – We will endeavour to provide the colour listed on your booking form, if for whatever reason the colour does not match your colour scheme, but it is correct with what was ordered on the booking form, no refund will be given.
17. **Candy Cart/Ferris Wheel/Popcorn Bar Hire** –
 - a. The cart/Ferris wheel/bar will be delivered and set up 60 minutes prior to your requested booking time. The commencement of your hire time will commence from the set-up completion. Should you wish to hire the cart/Ferris wheel/bar for a longer period; a charge per hour will be applied thereafter.
 - b. The cart/Ferris wheel/bar will not be set-up during the ceremony, dinner or party; therefore, this must be taken into consideration when planning how long you wish to book the cart for and extra charges will apply per hour.
 - c. You must check with your hotel/venue that there is easy access to the location of where the cart is to be placed; staircases and lifts must be taken into consideration for logistical and health and safety purposes.
 - d. Should access not be given to us by the venue/hotel or the set-up location is not accessible, we cannot be held responsible for not being able to fulfil your order and no refund will be given.
 - e. Any breakages which occur must be paid for immediately to a member of our staff. PLEASE do not allow your guests to use the cart/Ferris wheel/bar as a leaning post or a place to deposit their drinks glasses.
 - f. Please note that some sweets may contain or have traces of nuts or nut oils, they may also have been in contact with sweets that contain nuts. CWT Cyprus Wedding Touches Ltd cannot be held responsible for any issues resulting from any food allergies.
 - g. Customers should also be aware that parts used to make the Candy Trees, plastic bags and sweet wrappers can cause choking especially to young children. We therefore recommend that all children are supervised at all times as CWT Cyprus Wedding Touches Ltd cannot be held responsible for any safety issues which may occur from the consumption of our confectionary or the use of our equipment at your event.
 - h. Sweet choices will be supplied wherever possible, in the event that your choice(s) is not available, an alternative sweet choice will be supplied without prior notice.
18. **Changes to Terms & Conditions and Pricing** – CWT Cyprus Wedding Touches Ltd reserves the right to change or amend these terms & conditions at any time and without prior notice. Pricing may change throughout the year due to currency fluctuation and CWT Cyprus Wedding Touches Ltd reserves the right to charge new pricing to customers who have not yet paid a deposit.
19. **Price Changes** – Any price changes to any hire items in our brochure will only apply to new orders of those items.
20. **Extent of persons involved** – These terms and conditions apply to all parties involved in the use/hire of our goods and services, directly or indirectly. This includes customers that book us through their wedding planners or other agents. You, the customer (the name on the booking form) are responsible for upholding the safe undamaged return of our goods. Special attention should be made to section 2d regarding payment for damaged/stolen goods.
21. **Force Majeure** – From booking with us we cannot be held responsible for any action beyond our control that may in any way affect your order, howsoever caused; we will endeavour to accommodate an alternative date (subject to availability), but should the alternative date not be available or you choose to cancel, no refunds of any monies paid will be refunded. For example, but not exclusively: earthquake, acts of terrorism, weather, travel restrictions, venue complications, medical conditions (be it personal or widespread), economic failure etc. In particular the weather conditions, including windy conditions which can prevent some decorations from not being put out on the day. NO refunds will be given in such circumstances where we are unable to fulfil your order due to these conditions.
22. When ordering with us, you confirm that you have read and agreed to all of the CWT Cyprus Wedding Touches Ltd terms and conditions.