TERMS AND CONDITIONS - GENERAL

Scope of Services:
The services included in your booking are laid out in your Letter of Agreement, attached. LATL will not be held responsible for any services that fall outside of this agreement, although additions to the agreement can be discussed throughout the planning journey.

Booking Deposit and Payment Terms:
At the point of booking, your Booking Deposit and Payment Schedule will be laid out in your Letter of Agreement. Please note that your booking deposit is non-refundable. LATL will give reminders of payment schedules, to the best of our ability. Missed payments may incur a 10% late-payment charge, unless discussed two weeks prior to the payment date.

Termination:
This agreement will terminate automatically upon completion of the services as detailed in this letter of agreement. In-line with GDPR regulations, any personal information will be destroyed unless you provide written consent via email. Please see separate point regarding use of images below.

Changes/Cancellations:
Any changes made to the Letter of Agreement must be made in writing and signed by all parties.
Whether or not payment has been made, if the wedding is cancelled less than 4 weeks before the wedding – except for the death of a member of your immediate family – there is a 100% cancellation fee. Cancellation between 4 weeks and 8 weeks from the event incurs a 50% cancellation fee. Cancellation more than 8 weeks from the event incurs a 15% cancellation fee. If the wedding is not cancelled, there will be no refund. Please note that your suppliers may have their own cancellation policy.

Your payment obligations with 3rd Party Vendors:
You are required to ensure that you meet any supplier or vendor deposit/full payment obligations in order to allow the planning process to progress smoothly. Failure to make timely payments to the supplier or vendor may result in disruption in the overall planning process or the inability to source a suitable substitution of service/product at a later date.

Vendor or Supplier Third Party contact/liaisons:
LATL will make contact with and organise your event through third parties. If you wish to change/alter any component of your event with a particular supplier or vendor, you must do so through LATL. This will ensure that all parties are in full communication and are clear of expectations and desired outcomes. Therefore, this contract is your consent that LATL can contact third parties on your behalf.

Supplier Liability
While LATL will take great care in vetting and recommending suppliers to best suit your wedding brief, we are not financially or legally responsible for their actions, performance, contract breaches or failures throughout your wedding process. Should any issues arise, LATL will work to the best of our ability to rectify or resolve these issues, as per the Letter of Agreement.

Substitution:
The company reserves the right to substitute a comparable activity or detail of décor for another in the event of equipment failure or circumstances beyond its reasonable control.

Liability for Damage/Loss of items:
Any damage to or the loss of LATL's belongings/products by guests will result in a fee being applied to replace items.

Change in number of attendees:
A reduction in the number of attendees (if this affects the styling or general planning of an event) does not usually result in a refund and never within 30 days of the event. If numbers are reduced more than 30 days before the event, then every effort will be made to save variable costs such as catering etc.

On the Day Refreshments
LATL kindly ask that supplier meals are provided for any members of staff provided by LATL to work your wedding day - these can be provided through your caterer, and served when convenient during your wedding day.

Acts of God:
If an act of God, such as a terrorism, fire, flood, earthquake or other natural calamity shall cause you to cancel your wedding (and is directed to cease by the Government, such as a lockdown); I will require payment for the time actually spent working with you on your wedding. If this is the case, I will bill you for my hours spent and any contracted fee that has been paid would be refunded.

Pandemics:
In the event of a pandemic and you needing to postpone your wedding, I will try to make sure that I am free on the date of your re-scheduled event. If this is possible, I will send a revised contract with new payment dates for you to sign. Please note that your original booking deposit is non-refundable.

If you wish to cancel your wedding (the wedding is legally not able to take place due to a Government enforced policy), your booking deposit remains non-refundable. As my services begin from the moment that a contract is signed, I would bill you for the hours I have spent working on your wedding. Any contracted fee that has been paid to me at this point will be refunded.

If you cancel your wedding outside of a Government enforced policy timeframe, such as a lockdown, your contract with me remains in place and is not considered frustrated.

Copyright of images:
The company retains rights to images taken on behalf of the customer. Where the customer has paid for photography, the company gives the customer permission to use such images freely. The customer gives the company permission to use images or video taken during the event, either by themselves or third-party suppliers, in company marketing and advertising materials.

Goodwill:
LATL has built up a strong reputation with a number of suppliers/vendors which I have worked with regularly. If LATL has recommended/used an existing contact for your event it is important that this goodwill is maintained through the stages of planning/styling this event. I would appreciate that these relationships are respected by all parties.

I wish you all the happiness in the world and look forward to working with you to make your wedding the most enjoyable and memorable day of your life.

Sincerely,
Charley Morgan – Luna And The Lane

*This agreement is subject to English Law