



TERMS + CONDITIONS

Looking after the details, so you can stay in the moment

Please read through the Terms and Conditions relating to your booking with Tranters Events

Tranters Events acts as an Event Planning company and all works are to be agreed upon booking. Additional requests/services after the booking takes place will be quoted for, agreed between the customer and Tranters Events and a new invoice will be produced.

Booking Fee

A booking fee is due in order to confirm any agreed event. The booking fee is non-refundable as planning will begin imminently, and the agreed date will be held in our schedule. The booking fee amount will be deducted from the final due balance.

The booking fee amount for an event is £150. The booking fee amount for a luxury picnic is £50.

Deposits

A refundable deposit is due for every booking and returned to the customer 48-72 hours after the event to the account/card used for the event booking. Breakages and damages will be charged fairly and accordingly per item and the remaining balance returned to the customer.

The deposit amount for events is £100. The deposit amount for a Luxury Picnic Packages is £50.

The full balance of the event will be due 30 days before the event date. All payments made to Tranters Events Ltd will receive a Receipt of Payment with details of your updated final balance.

FAQS

Can you source additional services?

Absolutely. Tranters Events can provide caterers including hot and cold options, occasion cakes, snack bars, mobile bars, balloon décor etc. Please request this upon booking and the price will be included in the invoice marked under 'Other Services'.

My event is outdoors - What if it rains?

Weather will be checked running up to the event and the event date can be changed up to 7 days before. After this date, no changes can be made. If the date is changed due to weather, we will prioritise your event on the next available date. We highly recommend having an indoor alternative location for your event. If it rains on your event date before set up, we will set up in your alternative

indoor location. Alternative indoor location must be within the same postcode area. If it rains during your event after set up, Tranters Events are unable to make changes. You will not be charged from your deposit for unexpected weather damages.

What if my date changes?

If your event date changes, you are able to request a date change before the final payment is due, 30 days before your date. Please understand that your new date may not be available in our event schedule however we will work with you to find another suitable date. Any monies paid to Tranters Events Ltd will be refunded minus the booking fee paid. Any deposits paid to external vendors/services will be lost. Any requests to change the date within 30 days of your original event date cannot be refunded.

Booking Process

Events

Get in touch with your event request. Reach out if you have any questions or would like to discuss anything, we are here to help and we want to ensure all details are right for you. Once you're happy to book, please be sure to share the essential details.

Location

Date

Contact Details and email

Number of Guests

Occasion

Theme/Colours

Add on requests from our website.

Secure your Date We will confirm all event details via email. A non-refundable booking fee of £150 is due to secure your date along with a £100 refundable deposit. Please note your event is only booked after this has been received. The booking fee payment is non-refundable as planning for your special day begins as soon as you book, we also begin to book your services and other vendors.

Receive Your Booking Confirmation via email including receipt for your payment and all requested details of your special day. If any additional services are agreed after this, you will receive a revised invoice with the new amount left to pay.

30 Days before to clear the remaining balance 30 days before the event date.

24 Hour Reminder including set up times, arrival times, location, themes, other booked services (balloon arches/catering/entertainment etc)

Luxury Picnic Package

Get in touch via email or through the website and provide the below details. Reach out if you have any questions, we are here to help.

Date and Location

Contact Number and email

Number of Guests

Occasion

Theme/Colours

Add on requests from our website.

Secure your Date We will confirm all event details via email. Please check all details. A deposit of £50 is due to secure your picnic date. Please note your event only booked after this has been received. This is non-refundable as planning for your special day begins as soon as you book. All major credit cards accepted, or bank transfer.

Receive Your Booking Confirmation via email including receipt for your payment and all requested details of your special day.

30 Day Reminder to clear the remaining balance 30 days before the event date.

24 Hour Reminder including arrival times, location, themes, other services.

THANK YOU FOR BOOKING WITH TRANTERS EVENTS LTD

www.Tranterseventsltd.co.uk

Company number 16396711