

Terms and Conditions

Picnic Packages

1. Introduction

The following Terms and Conditions must be read and understood before confirming a booking. By confirming your booking with The Palm Picnic Co through return email or payment, you accept these Terms and Conditions.

2. Bookings & Payment

To make a booking, please email us, send a direct message via social media, or use our website. We will respond with a quote or confirmation.

Booking Timeline and Payment Requirements:

- Bookings 29+ days before the event:
 - A 50% non-refundable deposit is required within 7 days to secure your picnic date and add-ons.
 - Full payment is required 14 days before the event.
 - No payment reminders will be sent.

- Bookings 28 days or less before the event:
 - Full payment is required within 7 days of the invoice date.

- Bookings within 14 days of the event:
 - Payment is required within 24 hours of the invoice date.

- Bookings within 5 days of the event:
 - Immediate payment is required.

A late fee of \$5 per day will apply if payment is not received by the due date. Until payment is received, your booking is not confirmed, and we may communicate with other customers for the proposed date. Surcharges apply on public holidays and special events at The Palm Picnic Co's discretion.

Payments can be made via direct bank transfer, with bank details provided on your invoice. A payment receipt is required.

If the number of guests decreases, we require 14 days' notice for a refund of the difference. No refunds will be provided for notice given later than this.

3. Security Bonds

A \$150 security bond will be added to the invoice for all picnic packages. The bond will be refunded in full if no breakages, loss, or damage to hire items occur. If terms and conditions

are breached, The Palm Picnic Co reserves the right to retain all or part of the bond. If damages exceed the \$150 bond, additional payment is required within 3 days of the event. Late fees apply at our discretion. Legal action may be taken if extra payment is not made within 7 days.

4. Length of Hire

Picnic prices include a maximum hire time of 3 hours. For additional time, please contact us before the invoice is issued.

5. Overnight Hires

Overnight hires are allowed for picnics held at your residential home or private function room, incurring an extra fee of \$90. You must be present for the pack-up, and all items must be kept inside after the event. Items must be stored securely, cleanly, and undercover. Failure to do so will result in loss of the security bond and additional charges.

6. Cancellation Policy

Cancellations must be made in writing:

- More than 14 days before the event: Full refund excluding the non-refundable deposit.
- Less than 14 days before the event: 50% refund excluding the non-refundable deposit.
- Less than 7 days before the event: No refund but rescheduling is possible within six months, subject to availability.

COVID Cancellation Policy

Our COVID cancellation policy follows the standard cancellation policy. No refunds are provided for cancellations less than 7 days before the event, but rescheduling is possible within six months, subject to availability.

7. Your Responsibilities

The individual making the booking is responsible for all hired equipment from delivery until collection by The Palm Picnic Co. We are not responsible for injuries or damages caused by our equipment or the event location. Any damages will be deducted from the security bond, and additional charges will apply if damages exceed the bond amount.

You must not leave picnics unattended. If the picnic ends early, early collection can be arranged but is not guaranteed. If items are stolen while unattended, you must pay the full retail price of the items.

Obtaining permission to set up in your chosen location is your responsibility. Fees for public space use must be paid by you. Ensure parking is available within 20 meters of the picnic location.

8. Location and Parking

We do not guarantee booking at the exact requested location. Picnics must be set up within 20 meters of available parking. Once set up, picnics cannot be moved. For beach picnics, there must be an accessible ramp within 20 meters and available parking.

9. Bad Weather

We recommend having an indoor backup location. We require 48 hours' notice for a location change and 7 days' notice for a date change due to bad weather. We do not set up in rain or on wet/muddy ground. Unused hire items due to weather will not be refunded.

10. Delivery & Collection

Events start at the agreed time regardless of lateness. Do not assist with set up or pack up. At least one guest must arrive 10 minutes prior to the event start time. All guests must leave before our arrival for collection. Delivery and collection fees vary by location and accessibility. DIY pickups and returns are not allowed.

Extra charges apply if:

- Items need to pass stairs, escalators, or steep grounds
- You are unavailable at the scheduled delivery/collection time
- Parking is not free
- Delivery or collection is outside business hours

11. Alcohol

You must comply with the Liquor Control Reform Act 1998. You are responsible for ensuring alcohol laws are followed at the venue or public space.

12. Loss or Damage

No shoes are allowed on mats, throws, rugs, and cushions. Notify us immediately if items are lost, damaged, or stolen. Charges apply for unclean items, repairs, or replacements. Payment for damages must be made within 3 days.

Candles are for decorative purposes only and must not be lit. Smoking and red wine are prohibited on or around our items.

13. Termination & Hire Refusal

We reserve the right to refuse or terminate any booking at our discretion if deemed unsuitable or if false information has been provided.

14. Product Availability

We reserve the right to alter, vary, or substitute any item(s) without notice.

15. Release & Indemnity

You release and indemnify The Palm Picnic Co from any third-party claims, suits, actions, or damages arising from the use of hired items, breach of these Terms, or our enforcement of rights under these Terms.

16. Other

We reserve the right to modify, add, or remove any part of these Terms and Conditions without notice. Changes are effective immediately. Our decision is final in all matters relating to these Terms and Conditions.

By making a payment, you unconditionally accept and understand these Terms and Conditions.