

## TERMS & CONDITIONS



### BOOKING FEE / PAYMENT STRUCTURE

- 1 A deposit fee of 20% is required upon signing of this agreement to secure and reserve the date for the event.
- 2 Deposit made is a non-refundable retainer fee.
- 3 2nd payment: 50% of Package price to be made 6 months before the event date.
- 4 3rd payment: Final 30% of Package price to be made 2 weeks before the event date.
- 5 Failure to make payment on time according to the payment timeline will be subjected to a late fee of \$50 per day.
- 6 The LUNA has the right to terminate the contract should payment is not made in full.
- 8 Payment structure may change depending on your selected venue.
- 9 We shall be entitled to immediately cancel your reservation/soft booking for this wedding or terminate this agreement made with you if you fail to pay the deposit by the date stated above.
- 10 10% service charge covers administrative and processing costs of labour and equipment setup.

### CANCELLATION

- 11 The initial deposit made for the event will be forfeited in the event of any cancellation, and one of the following penalties will need to be paid by the client due to The LUNA's loss of business:
- 12 - Penalty fee for cancellation notified more than 180 days prior to the event:  
25% of the total charges based on the most recent signed quotation.
- 13 - Penalty fee for cancellation notified more than 30 days and less than 180 days prior to the event:  
50% of the total charges based on the most recent signed quotation.
- 14 - Penalty fee for cancellation notified less than 30 days prior to the event:  
75% of the total charges based on the most recent signed quotation.
- 15 Upon notification of event cancellation, the client is required to pay the penalty fee within 1 month.
- 16 The cancellation fee payable is inclusive of the forfeiture of the non-refundable and non-transferable initial deposit. Late payments of the penalty fee will be subject to an interest charge of 1.5% per month.
- 17 Any cancellation of the event must be notified to us in writing before the scheduled date of the event.
- 18 The client shall be responsible for payment of any of The LUNA's material charges incurred up to the time of cancellation.

### RESCHEDULING / POSTPONEMENT

- 19 The LUNA will provide alternative solutions to the clients in the event of any rescheduling that is made within 3 months of the event date. In the event of such a case, discussion will be made between the LUNA and the client to have the best solution for both parties.
- 20 For the postponement, the client will be allowed to move the event to any date depending on the availability of the venue at an additional surcharge of \$1,000.
- 21 The Client shall not change the date or location of the wedding as listed above without first contacting and advising The LUNA of said change so as to determine if The LUNA is still available to provide services. If the client does change the date or location of the scheduled wedding, and The LUNA is unavailable to provide the services, then The LUNA is released from all contract obligations regarding rehearsal and wedding day services, and shall in no way be held responsible or liable in any manner whatsoever for non-performance.

### DECOR

- 22 In the unfortunate instance, any of the equipment and logistics is found damaged during the event duration, the client shall bear full liabilities.

- 23 The LUNA shall make every effort to accommodate to the Client's decorating needs. However, due to liability and safety concerns, The LUNA cannot be responsible for decorating that involves using ladders over 4ft., onsite construction, large-scale décor pieces, or any other potentially unsafe circumstance.
- 24 The LUNA reserves the right to refuse to participate in any decorating of a venue that deems to be unsafe.
- 25 The LUNA will not, under any circumstances, engage in activities that are in violation of a venue's house rules, regulations, or requests. This includes, but is not limited to, decorating/décor rules, space use, and rental time limitations.
- 26 The LUNA will not be responsible for any accidents or injuries due to The LUNA's decor during the event caused by negligence of the client or their guests. Any expenses incurred as a result of the above mentioned shall be borne by the client.
- 27 Discussion of decor will be 2 months before the event date with the Design Team in our office.
- 28 Final moodboard for the event will be sent to the client 1 month before the event date. Minor revisions are allowed up to 1 week after the moodboard has been sent to the client. No changes will be allowed from 3 weeks prior to the event date.
- 29 Any major changes to the moodboard shall incur an additional cost starting from \$500. Major changes include and is not limited to: the decor theme.
- 30 Completed moodboards are for illustration purposes only. Actual decor outcome might differ depending on the stylist's recommendation, creativity, and the venue's restrictions.
- 31 The event will be live recorded by The LUNA's team.

#### CATERING

- 32 Food tasting will be arranged by The LUNA at least 3 months before the event date.
- 33 Food tasting is complimentary for 6 pax. No additional pax is allowed.
- 34 Food menu to be confirmed by the client at least 1 month before the event date. No changes are allowed upon confirmation.
- 35 Additional pax will be subjected to The LUNA's recommendation based on the venue's maximum capacity. No additional pax are allowed from 1 month prior to the event date.
- 36 In any case of foodborne illnesses, the case will be directed to the Caterer. The LUNA will not be liable for any mishaps in relation to food.
- 37 Buffet lines will only be open after the end of solemnisation and will be closed 15 minutes before the event ends.
- 38 Due to SFA regulations, food are to be consumed during the event only. Take-aways are strictly not allowed.
- 39 Guests are required to respect all service crews that are present on the event day. Any verbal or physical abuse will be handed over to the relevant authorities.
- 40 No outside food is allowed during the event unless approved by The LUNA team.
- 41 SIT & SERVE
- (a) Only a 3-course meal is allowed for a 4-hour event.
  - (b) Maximum number of add-on dishes allowed is 2.
  - (c) Additional 1.5 hours is required for an additional course meal.
  - (d) Doors will be closed 30 mins after the start of the event to minimise interruptions. All guests are required to arrive before the door closes.**
  - (e) Food courses will be advised and strictly adhered to by The LUNA's coordinator and the Caterer. **No jumping of courses is allowed during the event.**
  - (f) Guests who are late will not be served any missed courses.**
  - (g) All guests are required to remain seated according to their assigned seats throughout the event.

#### EVENT COORDINATION & ADMINISTRATION

- 42 Any meetings with The LUNA's coordinators will be via GoogleMeet or Zoom, or in our office.
- 43 All enquiries will be reverted based on The LUNA's coordinator's working hours.
- 44 Pre-event dry run will be strictly held during The LUNA's setup time, depending on the venue's arrangement.
- 45 The client's wedding itinerary and guestlist is to be prepared and sent to the coordinators 1 month before the event date. The coordinators will be responsible for advising the client on the wedding itinerary to ensure a smooth flow and minimise hiccups during the event.

## EXTERNAL VENDORS

- 46 The client is required to sign an indemnity form and provide the vendor's SFA License for all external Food & Beverages vendors. Only vendors with SFA License will be allowed to operate during the event.
- 47 All live-fire Food & Beverages stations are not allowed, unless approved by the venue.
- 48 All external vendors are required to provide their own tables and table linens for the event. Additional charges will be incurred in the event that the vendors require The LUNA or the venue to provide any tables or table linens.
- 49 All external vendors are strictly required to set-up during the given timing set by the venue.
- 50 External vendors are required to reinstate the space back to its original state. All waste to be disposed at proper disposal areas.
- 51 Any damages caused by external vendors will not be borne by The LUNA.
- 52 Only pre-approved vendors are allowed to enter the event halls.
- 53 The Client is responsible for providing all contact names, telephone numbers, email addresses, and any scheduled timetables for all vendors including The LUNA involved in the wedding ceremony and reception to the LUNA at least 1 month prior to the wedding.

## GENERAL PROVISIONS

- 54 The Client fully understands and agrees that The LUNA shall not be responsible or held liable in the event The Luna is prohibited from providing any services due to illness, hospitalization, auto accident, transportation breakdown/disruption, traffic difficulties, acts of God such as flooding, inclement weather or other unforeseen incapacitation or other cause of non-arrival on the day of the wedding. The Luna will make every attempt to notify the Client and to provide a substitute who can provide limited services if time and resources permit.
- 55 In any event, The LUNA, our staff, substitutes and assigns shall NOT be held liable for any compensation or any damages (including punitive) due to non-performance of any wedding services resulting from such incapacitations, non-arrival, errors and/or omissions of any type.
- 56 The Client gives permission and shall allow The LUNA to post photographs and/or videos of the wedding couple, the wedding ceremony setting, reception setting, and any other related planning or rehearsal/wedding day images on The LUNA's website, blog, Facebook page, Pinterest page, Instagram page, or any other related medium for viewing online. The Client acknowledges that this is for promotional purposes only and they do not expect compensation of any kind. There shall be no expiration period for this permission.
- 57 The Client gives permission and shall allow The Luna to submit the Client's wedding for publication in print and online media outlets. The Client acknowledges that this is for promotional purposes only and they do not expect compensation of any kind. There shall be no expiration period for this permission. The clause in no way guarantees the Client's wedding will be submitted for publication or published.
- 58 The Luna gives permission and shall allow the Client to use any photographs, videos, or other recording media in which The Luna is in, or part of, in any manner or for any purpose they wish.

## COMPLETION / TERMINATION

- 59 This Agreement will terminate automatically upon completion of the services required by this Agreement.
- 60 Both The LUNA and the Client reserve the right to terminate this contract at any point during the wedding planning process due to uncooperativeness, lack of funds, irreconcilable differences, etc. Termination must be provided in writing. There will be no additional charge to the Client for terminating this contract. The Luna is not required to issue any refunds for payments/deposits made, and the Client is not responsible for payments scheduled after the date of termination. The Client is still responsible for any unpaid, past due payments.
- 61 In the case of extreme or unusual circumstances regarding the termination of this contract, refunds may be issued based on the amount paid versus the amount of work already completed and potential business loss. These situations will be handled on a case-by-case basis. This clause in no way guarantees refunds.

## REMARKS:

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BRIDE'S SIGNATURE

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LUNA'S SIGNATURE

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GROOM'S SIGNATURE

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DATE