

**Decorating Service Agreement**  
Jewelz Entertainment Services



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**Phone:** 352-236-4333

**Address:** 1913 NE 14<sup>th</sup> St Unit 101

**Décor Design:** The design of the décor will be discussed and completely agreed upon by Jewelz and the client before the payment of a deposit. Any exact colors or designs will be specified in detail in the invoice. If a supplier discontinues a product or manufacturer changes material type, Jewelz reserves the right to make any last-minute changes (with notice to client and based on availability of materials at time of event). We reserve the right to substitute an item of like kind and quality. Supplies must be ordered ahead of time, so any changes to the décor design after the signing of this agreement may not be possible once the order is placed. If they are possible, **a fee of \$20 per design change** will be incurred.

**Payment Terms:** Payments may be made by cash, check, or credit card. Please make out checks to Jewelz Entertainment Services. We use Square to process credit card payments. Plan for payment as outlined below:

- A **50%** deposit is required to secure decorating services. **Payment of the deposit means the client has read this service agreement and agrees to its terms and has completely decided on décor design.** The deposit secures the reservation of the event date and pays for the needed supplies. If placing an order with less than 7 days until the event, the total amount is due before we can proceed.
- The balance of the payment is due 7 days before the event, unless otherwise agreed upon in writing.
- Corporate Clients/Schools will be invoiced and allowed 30 days to pay their balance in full. Failure to pay in full after 30 days will result in a \$35 late fee, and continue to accrue monthly until full balance is paid.

**Delivery/Set-Up:** Decorating staff will arrive onsite at the time agreed upon by the client and Jewelz. We cannot be held responsible for delays (or incomplete décor) if not allowed a reasonable amount of time to complete décor services as described in this agreement. No refunds will be issued due to client's failure to ensure Jewelz decorators have access to the venue, or if the venue is not ready to be decorated and causes delay, or if client provides incorrect start time of the event.

**Breakdown/Strike:** Breakdown and removal of decor will be provided as part of this agreement. Breakdown will begin promptly at the time specified with client, and any delay will incur a fee of **\$25 per 15 minute interval**, or, if Jewelz staff is unable to wait due to another event, **the client will be responsible for purchasing all hardware/framework used in their job**. In addition, all embellishments and framework are the property of Jewelz Entertainment Services and these items will be collected during the breakdown of the event, unless otherwise agreed upon and noted in the invoice. For the safety of the client and of the equipment, the client will refrain from assisting in the breakdown of the décor.

**Pick-Up:** Clients will also have the option to pick some designs up from our store, located at 1913 NE 14<sup>th</sup> St. Unit 101. An exact pick-up time must be pre-arranged because our store does not have set business hours. If client does not arrive at the scheduled time, Jewelz staff may not be present. No refund will be issued if the client does not pick-up balloons. We cannot guarantee balloons once they leave our shop. We will provide the client with

bags to protect balloons during transport, but it is up to the client to keep them intact.

**Balloon Décor Care:** We use professional, high quality latex and foil balloons for all our décor work, but by nature balloons can be delicate and should be treated with care. They also have a limited lifespan and will look freshest during their first few days (indoors). Expect latex balloons to take on a “velvety” texture from air exposure. Also expect them to slowly shrink in size over time, as air/helium escapes the balloon. If you are expecting to use your air-filled décor for an extended period, it must be kept in a consistent mild temperature and away from direct sunlight, wind, and not be repeatedly touched. **Jewelz will not replace balloons that are naturally aging and cannot guarantee how balloons will age.**

Balloons are sensitive to direct sunlight and high heat and may pop in these conditions. Substantial wind may also cause balloons to rub and pop under friction. Jewelz cannot be held responsible for damage to balloons once they are picked up from our shop or installed at a venue. Clients should refrain from touching the balloons as much as possible, and not move any décor unless instructed by Jewelz. Any obvious manufacturing flaws or defects, however, will be replaced or refunded.

**Accident Clause:** We are not responsible for accidents or injuries related to our décor that is caused by mischief or mishandling by the client, guests, or site staff. Please, do not allow guests to put the latex balloons into their mouths. **Be aware that some people have allergic reactions to latex. These people should refrain from having contact with the latex balloons.** All guests should refrain from inhaling helium from balloons, as helium displaces oxygen within the lungs and can cause them to collapse.

**Inclement Weather Clause:** Jewelz Entertainment Services shall not be responsible should weather conditions make it impossible to perform décor service as described in this agreement. This includes (but is not limited to) strong winds, rain or extreme heat. No refunds will be issued once décor is installed, but if inclement weather prevents installation of agreed décor, a full refund minus the deposit (50%) will be issued if the event is not being rescheduled. Please note that we will make every effort to accommodate date changes to your event, but we cannot guarantee our services will not already be booked.

**Outdoor Décor Clause:** We use only the highest quality products and make every possible effort to ensure that your décor will meet or exceed your expectations. However, due to the general nature of balloons, we cannot guarantee that that your balloons will remain perfect and intact when used outdoors, especially if it is extremely sunny or windy on the day of your event. Jewelz will advise the client if outdoor balloon décor is recommended or if an alternative location should be sought. If inclement weather conditions make it difficult or impossible to produce as specified Jewelz Entertainment Services will do its best to be flexible with providing décor alternatives. It is clearly understood that there will be no refunds or discounts for loss, breakage or failure to produce due to factors outside and beyond our control.

**Cancellation: PLEASE CAREFULLY CONSIDER THE CANCELLATION TERMS BEFORE COMMITTING**

**All cancellations must be made in writing such as e-mail or text message in order to be final.**

In the event of a cancellation, Jewelz Entertainment Services retains the right to apply fees as follows:

- For cancellations within 7 days of event – 100% of deposit will be applied (to cover expenses incurred for preparation of event, which includes but is not limited to: cost of materials, operating cost & lost wages). Deposit can be credited towards a rescheduled date.
- For cancellations made before supplies are ordered, 10% of deposit will be applied to cover consultation/design workup time, and the remainder refunded.