

VIRGO EVENT

PLANNING

Terms and Conditions

POLICIES AND PERSONAL CONDUCT

TERMS & CONDITIONS

COMMUNICATION

Email is our preferred way of communicating. We will not respond to text messages until 30 days before your wedding/event. We strive to respond to any email you send us within 24 hours; however, please give us 48 hours on the weekends. We are either spending time with our families or managing a wedding/event.

COMPLETING PAPERWORK

For your wedding/event to be a success, we will need all documents filled out and completed by the due date. If you have a less than desirable outcome and your paperwork was not completed on time, Virgo Event Planning and Party Rentals cannot be held responsible.

WEDDING MANAGEMENT CLIENTS (DAY OF)

We love to help in any way that we can, please keep in mind the service you have purchased. wedding management services are different from full service wedding-planning benefits. We will give you the tools to help you plan a successful wedding, but you are responsible for completing each monthly task. Be sure to delegate personal duties to your bridal party such as vows, shoes, garters etc. for your wedding day.

PERSONAL ITEMS

When it comes to your personal items on the day of your wedding, we ask that all items be assembled and ready to go. We also ask that you fill out our inventory list and label all of your boxes. Please note that we are not responsible for any items lost or damaged during the wedding. We will try our very best to track down and locate missing items, but ultimately we are not responsible for anything that is lost or damaged.

VENDORS

We will recommend vendors for your wedding/event. Ultimately the final decision will be up to you. We are not responsible for the conduct of any particular vendor.

CATERING CLEANUP

We are not part of your catering service. It is not our responsibility to bus tables, clean up after them, throw away or transport trash, or sweep and mop the venue afterwards. These are the responsibilities of your caterers and you could lose your venue deposit if cleanup is not done or completed properly.

VENUE SETUP

Due to time constraints, we are not responsible for setting up tables and chairs. If this service is needed, we do offer this service for an additional fee. If you rely on family and friends for this task, we will not be responsible for incomplete venue setup. We have a strict timeline to follow, and tardiness due to setting up tables and chairs can have a detrimental effect on the setup process. We will not start setting up until all tables and chairs are set.

VENUE CLEANUP

Per our contract, we are not responsible for cleanup of the venue, regardless of what the venue contract says. We are not responsible for any loss of deposit if the venue is not properly cleaned. We are contracted with you and not the venue. WE WILL ALWAYS ASSIST WITH PACKING UP YOUR PERSONAL ITEMS, but due to personal time constraints we need the assistance of family and friends to breakdown the event and get things loaded into the car. If you prefer a hands off approach we do offer 100% breakdown and delivery services.

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LATE PAYMENTS

We understand that things happen in life. We simply ask that you communicate your circumstances with us. However, please note that our services is our livelihood and we will not continue to work on your wedding/event after the second late notice. This means we will not communicate with vendors, or work on wedding-related tasks. In this situation we cannot be held responsible for the aftermath after a late payment has been reinstated.

ABUSIVE BEHAVIOR

We do not tolerate abusive behavior of any kind. We will not stand for being yelled at, aggressive drunken behavior by wedding party members, any physical abuse, or acts of entitlement. We expect this rule to be taken seriously, this rule should be extended to vendors as well. We encourage vendors to follow their contract if they are feeling mistreated.

HOLIDAY'S

We recognize all Federal Holiday's and our office will be closed. We will consider working events that fall on a Holiday on a case-by-case basis excluding Christmas and Thanksgiving. All Holiday events will be subject to a 25% surcharge

EXTRA ATTENDEES AT MEETING

For time management purposes, we ask that you do not bring extra people to our meetings. Our meetings are strictly for the couple and the financier. Outside influences tend to slow down the process and cause undue interference with our timeline.

COMMUNICATING CONCERNS

We have an open door policy and have created this company to serve you, your needs and your wedding/event vision. It is your responsibility to communicate any concerns that you are having about your service. You can do this at any time, please don't hesitate to discuss your service at any point during the planning process. If you wait until after the wedding/event there is nothing we can do to rectify the situation. This will only hurt your experience . Do not hesitate to tell us about your doubts or concerns at any time.

REVIEWS

We comment on all reviews. If you decide you are unhappy with the service, it is your right to leave a negative review. We hope you will address us first so we can correct the situation. Please note if we feel the review is an inaccurate depiction of the event, we will address your issues publicly. This is why we encourage you to communicate with us directly. We are here to serve you.

PLAN B

We will enact Plan B if weather does not cooperate on your wedding/event day. We hate having to alter the day you've been envisioning, but weather can be unpredictable and unforgiving. If there is a 75% chance of rain on your wedding/event day we will enact Plan B with your permission. We cannot be held responsible if Plan B is delayed by you. Experience has taught us that setup is very chaotic when going with Plan B at the last minute.

HUMAN ERROR

We do our very best to create a flawless wedding/event, but sometimes things happen that are out of our control, and sometimes human error occurs. Please consider giving us grace if this happens.

“WE CAN'T TAKE ANY CREDIT
FOR OUR TALENTS. IT'S HOW
WE USE THEM THAT COUNTS.”

— MADELEINE L'ENGLE, A WRINKLE IN TIME: ”

*Many Thanks
XOXO*

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