

Terms and Conditions

The terms and conditions apply to the hire of all party equipment from Something Social FNQ. By proceeding with a booking, you agree to the following terms.

Backdrop Styling Packages

Bookings

1. A non-refundable deposit of \$50 is required to secure your event date.
2. Once a booking request is submitted and Something Social confirms the details, the event date will be reserved for 48 hours. To confirm your booking, the deposit must be paid within this time frame. If payment is not received, the event date may be released to another customer, and you may need to enquire again to check its availability.
3. Payments can be made in instalments using the reference number you will be provided. Full payment is due 14 days before the event.

Changes & Cancellations

1. Cancellations made 14 days or more before the event will receive a refund of fees paid, minus the \$50 deposit. Cancellations within 14 days of the event are non-refundable.

Delivery & Collection

1. Delivery, setup, and collection charges are free for locations within 15 km of Cairns CBD (Smithfield to Mount Peter). Events outside this area will receive a customised quote for delivery and collection.
 2. Hire rates for all items are based on a 24-hour period unless otherwise discussed.
 3. Something Social will coordinate with the venue to confirm a suitable setup time. Setup will take approximately 1 to 2 hours.
 4. All items will be collected the following day after the event. A late-night collection fee will apply if collection is required after 8pm on the event day. Something Social will make every effort to coordinate with each venue to ensure there is a safe storage space for the hired items and arrange for collection the next day.
-

Outdoor Events & Weather Conditions

1. Something Social will select the best location for all backdrop displays. This location will be on flat ground, shielded from wind. A shaded or undercover area is preferred, as balloons may burst in direct sunlight or excessive heat.
-

Liability

1. Upon delivery, the condition of the hired items will be noted by Something Social. The hirer must take all reasonable steps to prevent damages to the equipment.
 2. The hirer is responsible for the security of all hired equipment during the hire period (24 hours).
 3. Something Social FNQ is not liable for any injuries or property damage occurring during the hire period.
 4. Children must be supervised at all times around backdrop displays or other hire items (e.g., cake stand). Extra care should be taken to prevent children from running around or near the setup.
 5. In the event of any damage to the backdrop or other hire items, the hirer will be invoiced for the cost of repairs or replacements. Payment for damages must be made within 7 days from the event date.
-

LED Numbers

The same terms and conditions apply to the hire of LED numbers as outlined above, with the following additional details:

Outdoor Events & Weather Conditions

1. Something Social will determine the most suitable location for setting up the LED numbers, ensuring they are placed on flat ground. The numbers must be positioned in an undercover area to protect them from the chance of rain.
 2. The LED numbers require a power source. An extension cord will be provided to connect the numbers to the outlet, and if required, the cord will be securely taped to the ground to minimise the risk of tripping.
-

Sign Hire

1. **Delivery & Collection:** Delivery and collection is included within 15 km of Cairns CBDm (Smithfield to Mount Peter). If your event is outside this area, a delivery and collection quote will be provided.
 2. **Condition of Items:** The hirer is responsible for taking reasonable care to avoid any damages. This includes placing the easel away from direct wind to avoid it falling over.
 3. **Return Condition:** The sign, easel, and flower arrangement will be collected the following day from the event venue or home address. Something Social will liaise with the event venue for safe storage of the items overnight.
-

By proceeding with your booking, you confirm that you have read, understood, and agree to the above terms and conditions.