

SUNLEY EVENTS

EVENT PLANNING & EQUIPMENT HIRE

COVID Events Policy

As a result of the continued COVID pandemic we have revised our postponement and cancellation policy as below, this affects all existing and new contracts. Should you have any questions, please don't hesitate to contact us at the below details. We are very much here and ready to plan your event – there is light at the end of this dark tunnel following The Prime Ministers announcement on Monday 22 February.

New bookings:

We are actively taking new bookings; everyone is desperate for a party! Please get in contact with us to discuss your next party booking or equipment hire. We are now seeing a strong uptrend in bookings, please contact us to secure your date.

Existing booking postponement:

For cash customers as usual we will request a deposit with the booking to secure your equipment and date. If COVID requires the postponement of the event date your deposit will carry to a future booking date to be agreed.

For account customers a Purchase Order will be required to secure your booking date and equipment. If COVID requires the postponement of the event date your deposit will carry to a future booking date to be agreed.

If, due to a change in COVID laws are required to postpone your booking please get in contact at the earliest opportunity so we can mitigate any incurred costs. We will be working with our clients to keep any incurred costs to a minimum.

RPI:

If your booking is postponed by more than 12 months, we reserve the right to increase the total charges directly in line with RPI increase (C.3.2%, Published in January), there will be no individual line changes to the initial agreed rates. This RPI increase is to cover annual increases in staffing, logistics and office costs; we hope our clients see this as a fair assessment.

Cancellation:

If a decision is made to cancel your event entirely due to COVID, a credit note will be raised on account for use on a future booking with us. Costs already incurred will be detailed on an invoice and deducted from the deposit held before raising the credit note.

Should you have any questions please don't hesitate to get in contact with us where we will be happy to discuss further. Our offices continue to remain closed to clients, however our team is working daily and ready to respond to your requirements. Our out of hours engineer continue to be contactable 24/7 via our main phone number.

Let's hope we can have more fun this Summer 2021!

Sunley Events Limited COVID postponement policy first issued: 30th November 2021, revised 1st February 2021, V3 revised 23rd February 2021

Sunley Events Limited, Floor 1 Wessex House, 127 Hungerford High Street, Berkshire, RG17 0DL
what3words: lucky.tonight.grudging | 01488 505014 | creative@sunleyevents.co.uk | www.sunley.events

Registered in England & Wales: 11003145