

BEAUTIFULLY COVERED

Frequently Asked Questions

How can I see what fabrics you have available?

You are in for a treat as we have the largest Fabric Selection in Scotland. We have an online fabric gallery and offer a free sample service. To view our fabric collection, click here

<https://www.beautifullycovered.com/wedding-decor/chair-decor-and-hire/fabric-and-colour-selector-gallery/>

Where can I find images of events styled by Beautifully Covered?

Our images are available to view on our website, if you can't find what you are looking for let us know by social media messenger or email and we will send a selection. You can also see recent images on our social media platforms:

(<https://www.facebook.com/beautifullycovered/>)

(<https://www.instagram.com/bcovered/>)

Remember to like and follow us to keep up to date with new images and products. Also look for your venue on our site (<https://www.beautifullycovered.com/about-us/recommended-venues/>).

What is the booking procedure?

We take a non-refundable 25%-part payment at the time of booking to secure the date, the final requirements and balance are due with us 21 days in advance of the date of your event and all set up timings are arranged directly with the venue on your behalf. The deposit is non-refundable in all circumstances. We will be in touch at various stages of your booking as follows:

- Initial booking communication in person, virtually or over email.
- A booking audit is carried out 8 weeks ahead of your event where we will check all outstanding information is gathered, ensure we have clear guidelines for all set up available to our teams and order/plan any bespoke decor items.
- Final Details request will be sent 4-5 weeks ahead with all final numbers and amendments required 21 days ahead.
- Payment Confirmation will be sent by email.
- Feedback will be requested 7-14 days after your event to ensure you were delighted with your hire and offer the opportunity to review our services.

We are available by telephone as and when required and all bookings can include one 60-minute consultation free of charge. This can be prebooked ahead of time to ensure you have the consultation at the right time in the run up to your event.

Can we come and visit for a consultation and are they free?

We offer consultations virtually, at our office in Edinburgh or at one of our wedding events. Please contact us to book an appointment or use our booking system by clicking this link:

[Consultations \(office365.com\)](http://office365.com)

We recommend booking in advance. We offer 1 free consultation in our office or virtually. Subsequent consultations are charged at £25. We charge £50 for on-site consultations and table mock ups on-site are £50 + any material costs.

Can I make a provisional booking?

We provisionally hold enquiries for up to seven days but cannot guarantee to hold any longer without booking deposit.

I don't know what colour I want, or my guest numbers can I make a booking?

Of course, final numbers and colour choices can be made as late as 21 days in advance of the event. You can amend your booking and items ordered as required.

Can I change my mind after I've chosen my décor?

Yes, ideally we need final decisions 4 weeks before the event.

Can we order samples?

Yes, we offer one set of fabric samples free of charge and subsequent sets at £2.50 per set. Maximum of three colours included per set as each colour could have as many as 20 shading options. If you would like to use the colour matching service, please send a swatch of your colour to Beautifully Covered, Unit 10, East Hermiston Business Park, Edinburgh, EH11 4DG.

Do you offer bespoke items?

We offer a range of bespoke items, for example Wedding Welcome Signs, that are fully customisable. These items need to be ordered no later than 8 weeks before the date of your event, and once the design has been approved, it cannot be changed. Payment for bespoke items are also due 8 weeks before the event date.

How can I pay the Deposit and Balance Payments?

Debit or Credit Card: Card payment links are sent by text message or email. All card payments are subject to a 2.5% charge to cover the cost of processing only and is not marked up by us therefore not subject to VAT.

Telephone/Internet Banking Transfer or Cash Paid in at Branch: Santander Sort Code: 09-01-28
Account No: 44754869 Account in name of 'Beautifully Covered Ltd'

*Please use your 'Hire Job Number' as the reference on automatic transfers, which can be found on your quotation. If you cannot attach a reference to your payment, please let us know by email or text that you have sent payment, and we will allocate it and confirm receipt.

Can I see a table mock-up of my selected colours/items?

Yes, we offer a mock-up service at either your venue or another suitable venue for a charge of £50 for standard linen and accessories, plus material cost i.e. for fresh flower mock-ups.

Will you come back later in the day to move or amend décor?

Yes, you can book a team to return to the venue and reset or move décor items from £60+VAT. This means you can have full use of your decor if you are using multiple spaces with a venue.

Do you offer a set up only service for our own decor items?

Yes, we have professional venue stylist that can work at an hourly rate to set up your own items.

Can we do the set up ourselves?

Yes, in most case we can offer a self-set up price either with or without delivery to the venue. Please ask for details as we quote with set up as standard.

Do you charge for lost or damaged linen?

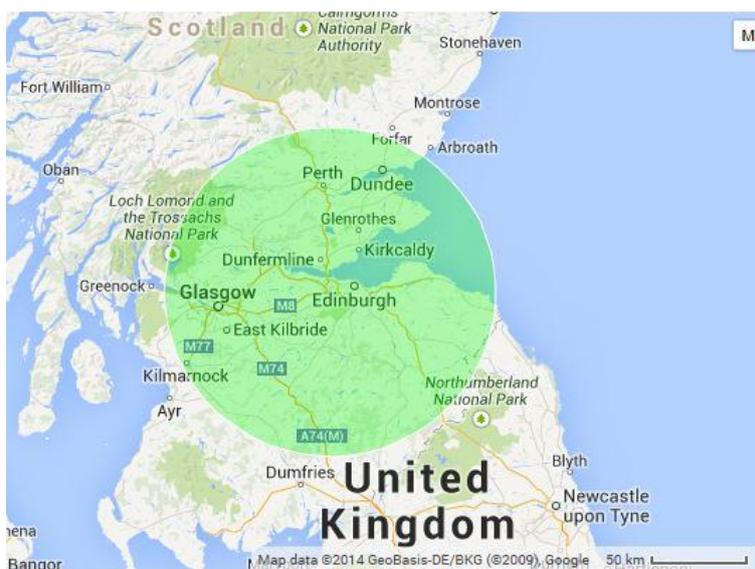
Rarely – we stick with a very fair policy of allowing normal wear and tear, working very hard to remove stains and marks and make every possible attempt to recover missing items from your venue on your behalf.

How do we arrange set up?

We organise this on your behalf directly with your chosen venue and you should advise your contact that we will be in touch 10-14 days in advance to organise this.

How far do you travel?

The map below shows our standard radius, and we can travel further by request although accommodation may be required and chargeable.



Section 4 - Terms and Conditions

1. Definitions

'Booking Contract' means the document herewith that sets out the conditions and all details of your agreement with us. 'Supplier', 'We' and 'Us' refers to the supplier of the service/goods - Beautifully Covered Ltd, Unit 10 East Hermiston Business Park, Edinburgh, EH11 4DG. 'Booker' and 'You' mean the hirer of the goods. The 'Booker' is responsible for the goods not the venue unless the venue is named in the 'Booker' field and has organised the hire directly. 'Goods' means all items hired from us.

2. General Hire

All goods remain the property of Beautifully Covered at all times including damaged goods. All booking deposits are non-refundable. During the period of hire you are solely responsible for the hired goods and insuring the goods. The hire contract is between Beautifully Covered, and the person/company named in the 'booker' field. It is the booker's responsibility to ensure the venue is clearly instructed to ensure the Terms and Conditions are met. Goods must be ready for collection on the agreed date and should be packed into the box/bag left for this purpose. All goods should be counted and checked before being packed for collection. If the goods are not returned or ready for collection when agreed the booker is responsible for the cost replacement goods to honour bookings for which the goods are required. The booker is also responsible for additional delivery charge to rearrange collection of items. The booker is also responsible for all costs relating to the terms and conditions not being met. It is the booker's responsibility to reclaim any costs from third parties including the venue if someone else is at fault. We reserve the right to use all images we take/have taken of the event/s for promotional purposes including online unless otherwise requested at time of booking and mentioned above. We reserve the right to charge hirers for all missing/damaged goods regardless of the reason for this loss/damage. Hire period is based on 1 night's hire. Collection of the items will be from 7.30am-7pm the day after the event.

3. Pricing Policy

Prices are agreed at time of booking and are specific to each booking and not transferrable. Prices are based on a hire between dates agreed above and failure to return items at the time/date agreed will result in further charge. Availability of items are subject to change without notice including specialist items sourced for your event out with our normal hire stock such as fresh flowers and bespoke fabrics.

A suitable replacement would be supplied in this instance. Delivery charge will be payable on all bookings.

4. Deposit Policy

On confirmation of booking a non-refundable deposit will be paid to secure the date. This deposit is not refundable in all circumstances as it is taken to cover the work carried out at booking stage and prior to the event taking place. Deposit amount will be mutually agreed at time of booking. Deposit payments are shown on the booking confirmation and the amount is taken off the balance payment which is due to be paid 21 days prior to the event. No booking is confirmed until the deposit is received, cleared and confirmation sent from us.

5. Payment Policy

Payments can be made by BACS, cash or by credit or debit card. BACS payments will be allocated and confirmed weekly. Credit or debit card payments are subject to a 2.5% charge on top of the amount due to cover processing costs. We do not store any credit card details and as such you will need to enter card details every time you make a payment. The final balance must be paid 21 days prior to the event taking place. If payment is not made in time, we may cancel your booking and retain the deposit paid. Bookings made less than 21 days in advance must be paid in full at time of booking and are non-refundable. Once balance payment has been made 21 days prior to the event this is non-refundable and any reduction in requirements will not be refunded. Bespoke items must be paid 8 weeks before or sooner if they take longer than 8 weeks to make.

6. Cancellation and Amendment Policy

Booking amendments must be made in writing and will be accepted subject to availability up to 21 days before the event. Final numbers and requirements must be confirmed 21 days prior to the event date.

If a booking is cancelled more than 21 days in advance the deposit will act as the cancellation charge
If a booking is cancelled between 21 and 14 days in advance a 50% charge will be made.

If a booking is cancelled less than 14 days in advance a 100% charge will be made.

This charge is based on the 'Total Cost' amount on your confirmation. If you choose to postpone your event, new bookings are subject to availability and deposits may not be transferrable. If an event is subsequently cancelled after the date has been amended the cancellation policy is effective from the original booking date, not the amended booking date.

If Beautifully Covered need to cancel our agreement we will look to arrange a suitable alternative, for example moving your booking to another supplier. Any reasonable additional costs would be covered by us. If an alternative is not available your deposit and any subsequent payments would be refunded.

7. Set Up and Delivery

The hirer must ensure there is someone to accept delivery of the goods at the agreed date and time for delivery. If you choose the set-up option, we will arrive at the time agreed in advance with the venue. The booker must inform the venue that the room must be fully set and ready for décor and linens to be set up by Beautifully Covered. We do not handle good that are not provided by us i.e. unstacking venue chairs or placing floral arrangements provided from another supplier without prior arrangement. If a venue does not have the room set and ready as agreed Beautifully Covered may have to cancel the set-up service without notice if this jeopardises other events on the same day. In this case the goods would be left with the contact at the venue.

8. VAT

VAT is charged at 20%. Please check your quotation carefully to see if VAT is included in your total cost. If not included this will be included in your final invoice. VAT Reg No 120 6728 37