

BEAUTIFULLY COVERED

Frequently Asked Questions

What happens when I have confirmed my order?

You will receive our Client Welcome Pack that will outline all your next steps.

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. We can also create a visual mood board for full décor orders. 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 as this covers the work entailed with taking your order. 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?

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:

<https://outlook.office.com/book/Consultations@beautifullycovered.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, 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.

Cheque: Please make Cheque payable to 'Beautifully Covered Ltd' and post to: Beautifully Covered, Unit 10, East Hermiston Business Park, Edinburgh, EH11 4DG

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.

Payment Link: Please request a payment link to your email or mobile number.

*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 £70+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.

Do you charge for lost or damaged items?

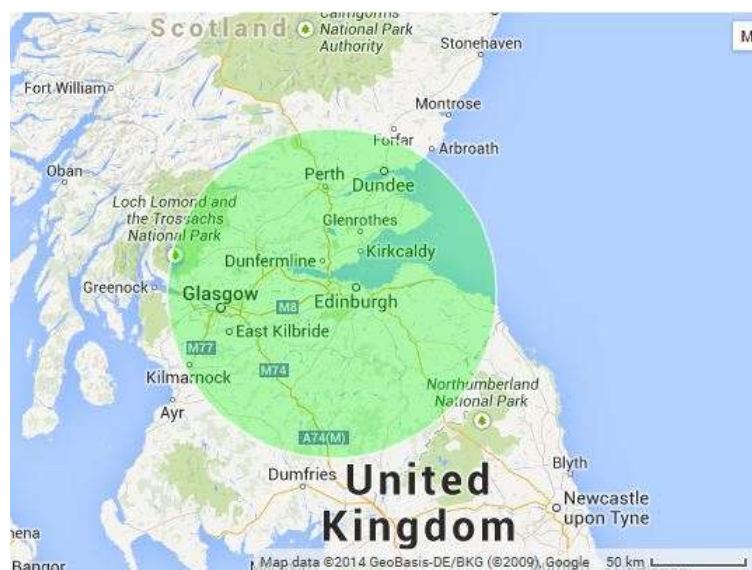
We stick with a very fair policy of allowing normal wear and tear, working very hard to remove stains and marks and make every possible attempt to recover missing items from your venue on your behalf. General wear and tear is acceptable, but if items are intentionally misplaced or damaged, this will be followed up. We often pack spare items in case we deliver anything with a small mark – spare items can be used free of charge to replace a marked item. However, if all spares are used including the amount originally ordered, this will incur an extra cost.

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" refers to this document, which outlines all conditions and details of your agreement with us.

"Supplier," "We," and "Us" refer to Beautifully Covered Ltd, Unit 10 East Hermiston Business Park, Edinburgh, EH11 4DG.

"Booker" and "You" refer to the person or organisation hiring the goods. The Booker is responsible for the goods at all times, unless the venue is named as the Booker and has arranged the hire directly.

"Goods" refers to all items hired from us.

2. General Hire

All goods remain the property of Beautifully Covered at all times, including any items that become damaged. All booking deposits are non-refundable.

During the hire period, you are solely responsible for the hired goods and for arranging appropriate insurance. The hire contract exists between Beautifully Covered and the person or company named in the "Booker" field. It is the Booker's responsibility to ensure the venue is fully informed of, and complies with, these Terms and Conditions.

Goods must be ready for collection on the agreed date and packed into the box or bag provided. All items must be counted and checked before being packed for return.

If goods are not returned or not ready for collection at the agreed time, the Booker is responsible for the cost of replacement items required to fulfil future bookings. The Booker is also responsible for any additional delivery charges incurred to rearrange collection, as well as any other costs arising from failure to meet these Terms and Conditions. It is the Booker's responsibility to recover any such costs from third parties, including the venue, if applicable.

We reserve the right to use any images we take, or have taken, of your event for promotional purposes, including online, unless you request otherwise at the time of booking and this has been noted on your contract.

We reserve the right to charge the hirer for any missing or damaged goods, regardless of the cause of loss or damage.

For linen orders we supply a red bag with linen on delivery, any rejected (marked) items should be placed in this bag. Any spares provided which are used will be chargeable, if items returned used and not in the red bag.

The standard hire period is based on one night's hire. Collection of items will take place between 7am and 7pm on the day following the event.

3. Pricing Policy

Prices are confirmed at the time of booking and apply only to that specific booking. They are not transferable to new dates or venues. Prices are based on the agreed hire period, and failure to return items on the agreed date or time will result in additional charges.

Availability of items may change without notice, including specialist products sourced specifically for your event that fall outside our standard hire stock, such as fresh flowers or discontinued fabrics. In

such cases, we will provide a suitable replacement at our discretion. Booker permission is not required for this substitution, though we will only make changes when the originally agreed item cannot be sourced.

A delivery charge applies to all bookings. This charge may change if staffing or transportation costs increase. If VAT rates change, your order will be updated accordingly, which may result in a higher or lower total cost.

4. Deposit Policy

A non-refundable deposit is required to secure your booking. This deposit is non-refundable as it covers work already undertaken and costs already incurred. The deposit amount will be mutually agreed at the time of booking.

Your deposit will be shown on the booking confirmation and will be deducted from the final balance. The remaining balance is due 21 days before the event.

A booking is not confirmed until the deposit has been received, cleared, and written confirmation has been issued by us

5. Payment Policy

Payments can be made by BACS, cheque, cash, or credit/debit card. BACS payments are allocated weekly, so please allow up to 7 days for your confirmation to be issued. Cheque payments may take up to 10 days to clear, and your booking is not fully confirmed until the payment has cleared.

Credit and debit card payments incur a 2.5% processing fee. To make a payment we send card a card payment link. We do not store card details, so a new payment link will be required for each transaction.

The final balance must be paid 21 days before the event. If payment is not received by this deadline, we may cancel your booking and retain the deposit. Bookings made within 21 days of the event must be paid in full at the time of booking and are non-refundable.

Once the balance has been paid 21 days prior to the event, it becomes non-refundable. Any reduction in requirements after this point will not result in a refund.

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 original booking confirmation, or most recent confirmation, whichever is higher. If you choose to postpone your event, new bookings are subject to availability and deposits may not be transferrable.

Some items we offer are sub hired from other companies such as dance floors, cutlery etc - these items are subject to cancellation charge and will be marked SUB on your confirmation. Our cancellation charge applies to these items from time of booking, meaning if removed, subject to cancellation charge on each item, even if rest of order remains.

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 that someone is available to accept delivery of the goods at the agreed date and time. Additional delivery attempts cannot be guaranteed, and if available, will incur extra charges.

If you have selected 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 installed by Beautifully Covered. If the venue has not prepared the room as agreed, Beautifully Covered may need to cancel the set-up service without notice if proceeding would jeopardise other events on the same day. In such cases, the goods will be left with the designated contact at the venue for self setup.

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