

# **“A Glorious Time!” Event Planning & Consulting**



## **TERMS OF SERVICE**

"A Glorious Time!" Event Planning & Consulting is committed to remaining innovative, responsive, and proactive, all while providing high quality products and/or services at competitive prices.

### **Contracts**

All clients will be issued an agreement detailing the nature of service(s), associated costs, timescales, and deliverables. We understand that the quality of our products and/or services as well as the overall value we bring to a client, are the only bases for continuing a professional association. Therefore, we commit to meet all contractual requirements, particularly in situations where an external funding provider requires more official parameters and controls. For both of our protection, work will not commence without a signed contract.

### **Fees**

Our service fees are very competitive and we will never bill for downtime. In addition, all fees will be clearly detailed in advance so that we and our clients can plan reliably. As such, we do not generally offer arbitrary discounts. A reduction in price is only enabled by reducing the level or extent of services to be delivered. However, we always try to propose solutions that will accommodate a client's budget.

### **Payment**

All projects require a 50% deposit before commencement of work with the final amount due at the time of completion. Interest on the remaining balance will begin to accrue the day following the deadline for tendering final payment as we are a business with typical operating costs. The preferred method of payment is PayPal.

### **Delivery of Services**

We aim to be as flexible as possible in the way we structure delivery of services. We understand that some clients prefer fixed project fees as opposed to paying an hourly rate. There are also those clients who work best when they have a consultant on retainer. Our goal is to do what is best for our clients by accommodating in any way possible as we understand that each client has unique needs.

## Outsourcing

When it is necessary to retain the services of an external supplier in order to fulfill a client's service request, we will exercise the highest level of due diligence to ensure we hire talent that is not only qualified and has a demonstrated record of excellence, but talent whose business practices embody our company's guiding principles.

## Communication

When working on a project, progress reports in written format (e-mail) or via phone discussion will be disseminated on a regular basis.

## Quality Assurance

We maintain our reputation for producing a quality product and/or service by conducting ongoing review of our already rigorous standards of excellence and by continually seeking solutions to improve levels of efficiency. When reviewing these practices for quality assurance, our clients' aims, activities, outcomes and the cost-effectiveness of every project will always be central to the process. As such, we encourage client participation in these reviews in the form of feedback. We understand that in order to continually improve as a company, we must be open to learning, sharing, and always implementing best practices.

## Refund Policy

We are honored to have you as a client; however, due to the costs associated with operating a business, we only offer a refund when work on your project has not commenced according to the terms specified in the service agreement that must be signed prior to the delivery of services. If you determine that the product and/or service you received was defective or inadequate, we will be more than accommodating by performing an exchange of equal or lesser value to be determined by our company. Our exchange policy requires you contact us in writing via e-mail within 15 days of receiving your product and/or service expressing that you would like to perform this transaction. Also, be advised that we offer products supplied by third-party vendors (i.e. Amazon.com) via our website, and should you make such a purchase and determine you are not satisfied, you must contact the third-party vendor directly to express your complaints and request a refund.

