

Terms and Conditions

Aurea Events Co. Terms and Conditions

These Terms and Conditions apply to all bookings, quotations, hire and event services provided by Aurea Events Co. By paying the deposit, the Client accepts these Terms and Conditions.

Definitions

Business means Aurea Events Co.

Client means the person or organisation making the booking.

Venue means the site where the event is held.

Equipment means all machines, accessories, consumables and related items supplied.

Services means hire, setup, operation, supervision, pack down and related event services.

Quotes and bookings

Quotes are valid for 14 days unless stated otherwise.

A booking is confirmed only when written confirmation is sent and the deposit is paid.

The Business may refuse or cancel a booking if venue, safety, insurance or payment requirements are not met.

Deposits and payments

Deposit to secure booking: \$100.

Final payment due: 7 days before the event date.

Accepted payment methods: bank transfer or cash.

Late payments may incur reasonable administration or recovery costs where permitted by law.

Public liability insurance

The Business holds public liability insurance with minimum cover of \$20,000,000 AUD per occurrence for its own activities and Equipment. A Certificate of Currency can be provided to the Venue on request. This insurance does not replace any insurance required of the Client or the Venue.

Venue approval and client information

The Client must provide accurate event and venue details and relevant contact information.

All special effects are subject to venue approval and safety assessment.

The Business may adjust equipment placement, reduce output, substitute Equipment or refuse operation if conditions are unsuitable or unsafe.

Access and setup

The Client must ensure safe access, adequate setup and pack down time, suitable power and clear space around effect areas.

Guests and unauthorised persons must not interfere with Equipment.

Additional charges may apply for excessive delays, stairs, difficult access, waiting time or unusual setup conditions.

Safety and operation

Equipment is operated only by the Business unless agreed in writing.

The Client must follow all safety instructions, including distances and crowd control.

The Client must not move or tamper with any Equipment.

The Business may stop operation at any time if it considers the environment unsafe.

Use of special effects

Cold sparks, fog and similar effects are subject to venue rules, safety clearances, fire systems, weather (for outdoor events) and technical limits.

The Business cannot guarantee that a Venue will approve an effect or that an effect can be used exactly as originally planned.

Client responsibilities

The Client is responsible for obtaining any required permissions not handled by the Business, keeping the Venue informed, keeping guests away from Equipment and advising of changes to timing or layout.

The Client is liable for loss or damage caused by the Client, guests or Venue personnel, except where caused by the Business.

Cancellations and rescheduling

Cancellations or reschedule requests must be **provided in writing** to: eventscoarea@gmail.com

More than 30 days before event: full refund of deposit or option to reschedule.

Within 7 days of event: no refund of deposit, option to reschedule only, subject to availability.

Date changes are subject to availability and cannot be guaranteed.

Weather and force majeure

For outdoor events, the Business may suspend or cancel operation if weather creates safety or equipment risk.

Neither party is liable for delay or non performance caused by events beyond reasonable control, including severe weather, venue closure, power failure, emergency services or government restrictions.

Damage, loss and indemnity

The Client is liable for damage to Equipment caused by the Client, guests, contractors or persons under the Client's control, except where caused by the Business.

The Client indemnifies the Business for claims arising from unsafe directions, unauthorised interference, inaccurate information or failure to follow safety directions, to the extent permitted by law.

Limitation of liability

To the extent permitted by law, the Business is not liable for indirect or consequential loss, loss of profit, loss of opportunity or disappointment.

Nothing in these Terms excludes rights or guarantees that cannot be excluded under Australian Consumer Law.

Photography and marketing

The Client can choose to consent or not consent to the Business using photos or video of the setup or effects for portfolio, website and social media, with no sensitive personal information disclosed.

Complaints

Any issues should be raised with the Business as soon as possible during or after the event so they can be addressed promptly.

Governing law

These Terms are governed by the laws of Victoria, Australia.