



Signature Memories – Trading Terms and Conditions

1. Definitions

- “Client” refers to the individual or organisation engaging ***Signature Memories*** for services.
- “Services” refers to event planning, coordination, and related consultancy provided.
- “Agreement” refers to the contract formed upon acceptance of a quote or proposal.

2. Services Provided

- Services will be delivered as outlined in the agreed proposal.
- Any amendments must be confirmed in writing and may be subject to additional fees at the sole discretion of ***Signature Memories***.

3. Fees & Payment

- 50% of the total payment is due upon instruction.
- Full payment is due 10 days before the event date unless otherwise agreed.
- Unless otherwise agreed in writing, late payments may incur a monthly interest charge of 7% above the Bank of England base rate, applicable at the agreed payment date of the outstanding balance.
- There is a minimum charge of £150.

4. Cancellation & Refunds

- Cancellations must be made in writing.
- Refunds will be issued based on the notice period given before the event date:

Events booked 12+ months in advance:

- More than 365 days: Full refund
- 183-364 days: 70% refund
- 90-182 days: 40% refund
- Less than 90 days: No refund

Events booked less than 12 months in advance:

- More than 200 days: Full refund
- 90-199 days: 70% refund
- 50-89 days: 40% refund
- Less than 50 days: No refund

Refunds apply solely to *Signature Memories***' service charges and exclude non-refundable deposits and refund terms applicable to third-party suppliers or venues*

5. Client Responsibilities

- The client must provide accurate information and timely access to venues, vendors, and stakeholders as appropriate

- Unless part of the agreed package, the client is responsible for obtaining necessary licenses or permissions.

6. Liability

- *Signature Memories* is not liable for delays or failures caused by circumstances beyond its control.
- Liability for any claim shall not exceed the total fees paid by the client.

7. Inclusivity & Accessibility

- *Signature Memories* is committed to inclusive practices and will make reasonable adjustments to accommodate diverse needs.
- Clients are encouraged to communicate accessibility requirements early in the planning process.

8. Confidentiality

- All client information will be treated as confidential and not shared without consent, except where required by law.

9. Intellectual Property

- All materials created by *Signature Memories* remain its intellectual property unless otherwise agreed.
- Clients may use materials for personal or internal business use only.

10. Governing Law

- These terms are governed by the laws of England and Wales.
- Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.