



Signature Memories – Corporate Trading Terms and Conditions

1. Definitions

- **Client:** The organisation or authorised representative engaging ***Signature Memories*** for services.
- **Services:** Professional event planning, coordination, and related consultancy delivered by Signature Memories.
- **Agreement:** The binding contract that is initiated upon acceptance of a formal quotation or proposal.

2. Scope of Services

- Services will be provided in accordance with the specifications outlined in the accepted proposal.
- Any amendments must be confirmed in writing and may be subject to additional fees at the sole discretion of *Signature Memories*.

3. Fees and Payment Terms

- A deposit of 50% is payable upon instruction.
- The remaining balance is due no later than 7 calendar days prior to the event date, unless otherwise agreed in writing.
- 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 £300.

4. Cancellations and Refunds

- Cancellations must be submitted in writing.
- Refunds will be calculated based on notice given before the scheduled 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 Obligations

- The client is responsible for providing accurate and timely information and granting appropriate access to venues, suppliers, and stakeholders.
- Unless otherwise stated in the agreed package, clients are accountable for obtaining all necessary licenses, permits, and approvals related to the event.

6. Limitation of Liability

- *Signature Memories* shall not be held liable for any delays or disruptions due to circumstances beyond reasonable control.
- Total liability for any claim will be limited to the aggregate fees paid by the client under the Agreement.

7. Inclusivity and Accessibility

- *Signature Memories* is committed to inclusive and accessible event practices. Reasonable accommodations will be made to meet diverse needs.
- Clients are encouraged to communicate any specific accessibility requirements during the planning phase.

8. Confidentiality

- All client data and communication will be treated confidentially and will not be disclosed without prior written consent, unless required by law.

9. Intellectual Property Rights

- All materials, concepts, and deliverables produced by *Signature Memories* remain its intellectual property unless explicitly transferred by written agreement.
- Clients may use these materials for internal business purposes only and may not reproduce, share, or distribute externally without written consent.

10. Governing Law and Jurisdiction

- This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales.
- All disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.