



# ARTFULLY CRAFTED EVENTS

*Bespoke Event Styling & Creative Direction*

## SERVICE TERMS & CONDITIONS

These Terms and Conditions govern all services provided by DGS Event Creator & Dècor. Please read them carefully before signing your service agreement.

By signing a service agreement with DGS Event Creator & Dècor, you confirm that you have read, understood, and agreed to these terms.



### DEFINITIONS USED IN THIS DOCUMENT

"DGS" refers to DGS Event Creator & Dècor, its founder, employees, and authorized representatives.

"Client" refers to the individual(s) or organization that has engaged DGS services and signed a service agreement.

"Event" refers to the occasion for which DGS has been engaged, as described in the service agreement.

"Service Agreement" refers to the signed document confirming the scope, date, pricing, and terms of the engagement.

"Equipment & Props" refers to all physical items owned by DGS including dècor pieces, vessels, linens, stands, lighting equipment, signage, table accessories, and any other items placed in the venue.



### PAYMENT STRUCTURE OVERVIEW

**30%**

#### **BOOKING DEPOSIT**

*Due upon signing the service agreement*

Secures your event date and activates the design process. Non-refundable once the design process has commenced.

**40%**

#### **PRODUCTION PAYMENT**

*Due 2-3 weeks before the event*

Covers procurement of florals, materials, props, and event items. Non-refundable once materials are ordered.

**30%**

#### **FINAL PAYMENT**

*Due within 3 business days of event completion*

Balances the total agreed fee. Outstanding final payments accrue a late fee of 2% per week from the due date.

ARTICLE 1

## PAYMENT TERMS & METHODS

- All services are subject to the three-instalment payment structure set out above. Payment schedules are confirmed in each client's bespoke service agreement.
- Accepted payment methods are Bank Transfer and Cash.
- For bank transfers, the client's booking reference number must be included in the payment description. DGS bank account details are provided in the service agreement.
- Cash payments must be accompanied by an official DGS receipt, signed by an authorized representative of DGS.
- All prices are quoted and payable in United States Dollars (USD). DGS reserves the right to adjust pricing for events booked more than six months in advance to reflect changes in material or supplier costs, with a minimum of 30 days written notice to the client.

◦ *Your event date is not confirmed or held until the 30% Booking Deposit and signed Service Agreement have been received by DGS.*



ARTICLE 2

## BOOKING CONFIRMATION & CONTRACT

- A booking is confirmed only upon receipt of the signed Service Agreement and the 30% Booking Deposit.
- The Service Agreement will detail the event date, venue, scope of services, agreed pricing, and payment schedule.
- DGS reserves the right to decline a booking at its discretion, prior to the signing of a Service Agreement.
- Any verbal or written discussions prior to the signing of the Service Agreement do not constitute a binding commitment from DGS.



ARTICLE 3

## CANCELLATION POLICY

- Cancellations must be submitted in writing via email or WhatsApp to DGS. The date of the written notification will be used to determine the applicable cancellation terms.
- The following cancellation fees apply:
  - Less than 14 days before the event: loss of 30% of initial payment or the total agreed fee is forfeited.
  - Where materials have already been ordered or florals procured, the cost of those materials is non-refundable regardless of cancellation date.



ARTICLE 4

## POSTPONEMENT & DATE CHANGES

- Clients may request to postpone their event to a new date, subject to DGS availability.
- One date change may be accommodated without penalty if requested more than 30 days before the original event date.
- Date changes requested fewer than 30 days before the original event, or any second date change, will be treated as a cancellation and re-booking under the cancellation policy in Article 3.
- Any additional costs arising from postponement (including supplier rescheduling fees or price differences) are the responsibility of the client.

ARTICLE 5

## SCOPE OF SERVICES

- The scope of work agreed between DGS and the client is detailed in the signed Service Agreement.
- Any additions to the agreed scope of services after the Service Agreement has been signed will be quoted separately and must be approved in writing by the client before being implemented.
- DGS reserves the right to substitute florals, materials, or props of equivalent or higher quality where original items are unavailable, without notification, provided the substitution does not materially alter the approved design concept.
- Setup and pack-down are included in all event styling packages unless explicitly excluded in the Service Agreement.



ARTICLE 6

## CLIENT RESPONSIBILITIES

- The client is responsible for providing DGS with accurate, complete, and timely information required for the design process, including venue access, event schedule, and guest count.
- The client is responsible for ensuring that DGS has confirmed, unrestricted access to the venue for setup and pack-down at the times agreed in the run-of-show document.
- The client is responsible for ensuring that all vendors, venue managers, and other parties at the event are aware of DGS's presence, requirements, and timeline.
- DGS is not liable for design elements that cannot be executed due to venue restrictions, access delays, or late or inaccurate information provided by the client or third parties.



ARTICLE 7

## DESIGN RIGHTS & INTELLECTUAL PROPERTY

- All design concepts, moldboards, renderings, and creative proposals produced by DGS remain the intellectual property of DGS unless otherwise agreed in writing.
- Clients may not share, reproduce, or use DGS design concepts for the purpose of commissioning another party to execute the same or similar work.
- DGS Event Creator & Dècor retains the right to photograph all completed event designs for portfolio, website, and promotional use.
- Clients who wish to prevent any public use of their event images must request this in writing at the time of booking.



ARTICLE 8

## EQUIPMENT & PROPS LIABILITY

- All physical items supplied by DGS, including but not limited to dècor props, number placards, table accessories, vessels, candle holders, linen, signage, arches, stands, floral frames, and lighting equipment, remain the sole property of DGS Event Creator & Dècor at all times.
- Prior to commencement of the event, DGS will complete an "Equipment Inventory Checklist" documenting all items placed in the venue. The client or their nominated representative will be asked to acknowledge the checklist by signature.

- The client will be invoiced for the full retail replacement cost of any item that is:
  - Missing or unable to be located following the event.
  - Damaged beyond reasonable repair.
  - Removed from the venue without the written authorization of DGS.
  - Retained by guests, venue staff, or any third party present at the event.
- Replacement costs are calculated at the current retail price of an equivalent item at the time of the loss or damage. Replacement invoices are due within 14 days of issue.
- Where an item cannot be directly replaced (for example, a custom-made or one-of-a-kind prop), DGS reserves the right to invoice the client for the reasonable cost of a comparable replacement or custom remake.
- A Security Deposit may be required for large-scale events or events involving a high volume of DGS equipment. This deposit is fully refundable following a satisfactory post-event inventory check, and will be specified in the Service Agreement.

◦ *DGS strongly advises couples and event organizers to inform guests that all décor items are the property of DGS and must not be removed. The client is liable for replacement costs regardless of whether the removal was intentional or the item was taken by a guest without their knowledge.*



#### ARTICLE 9

## DAMAGE TO VENUE & THIRD-PARTY PROPERTY

- DGS will exercise all reasonable care during setup, execution, and pack-down of events.
- DGS is not liable for pre-existing damage to any venue or third-party property.
- The client is responsible for obtaining and maintaining any venue insurance or event liability coverage required by the venue or applicable regulations.
- In the unlikely event that DGS causes damage to venue property during the course of its work,
- DGS will notify the client promptly and cooperate in good faith to resolve the matter.



#### ARTICLE 10

## CANCELLATION BY DGS

- DGS reserves the right to cancel a Service Agreement in the following circumstances:
  - Non-payment of any installment by the agreed due date, where payment is not received within 7 days of a written reminder.
  - Behavior by the client or associated parties that is abusive, threatening, or creates an unsafe working environment for DGS staff.
  - Force major events (see Article 11).

◦ *In the event of cancellation by DGS for reasons other than client default or force majeure, all payments received will be refunded to the client in full within 14 days.*



#### ARTICLE 11

## FORCE MAJOR

- DGS shall not be held liable for failure to deliver services resulting from circumstances beyond its reasonable control, including but not limited to: natural disasters, severe weather, government-declared states of emergency, civil unrest, public health crises, or supplier failure.

- In such cases, DGS will communicate with the client as promptly as possible and endeavor to reschedule the event at no additional charge.
- If rescheduling is not possible, DGS will refund all amounts paid minus the reasonable cost of any materials already procured or services already delivered.



#### ARTICLE 12

## PHOTOGRAPHY, SOCIAL MEDIA & CONFIDENTIALITY

- DGS Event Creator & Dècor retains the right to photograph and publish images of all event designs for portfolio, marketing, and social media purposes.
- Clients who share or publish images of DGS-designed events are encouraged to credit DGS
- Event Creator & Dècor in any public posts.
- DGS will treat all client information, including event details, budgets, and personal circumstances, as confidential and will not share this information with any third party without the client's written consent, except where required by law.



#### ARTICLE 13

## GOVERNING LAW & DISPUTE RESOLUTION

- These Terms and Conditions are governed by the laws of the Democratic Republic of Timor-Leste.
- In the event of a dispute, DGS and the client agree to first attempt resolution through good-faith discussion.
- If resolution cannot be reached within 30 days, the matter may be referred to an independent mediator agreed upon by both parties.
- Nothing in these terms limits a party's right to seek urgent relief from an appropriate court where necessary.



#### ARTICLE 14

## AMENDMENTS TO THESE TERMS

- DGS reserves the right to update or amend these Terms and Conditions at any time. Updated terms will be published on the website at [www.dgseventcreator.tl](http://www.dgseventcreator.tl)
- The terms in effect at the time a Service Agreement is signed will govern that specific engagement, regardless of any subsequent updates to the general Terms and Conditions.

ACCEPTANCE OF TERMS

BY SIGNING BELOW, YOU CONFIRM THAT:

You have read and understood these Terms and Conditions in full.

You agree to be bound by all terms set out in this document and in your signed Service Agreement.

You accept responsibility for the care of all DGS equipment and props placed in your event venue under Article 8.

You authorize DGS to proceed with the services outlined in your Service Agreement upon receipt of the 30% Booking Deposit.

Client Full Name:

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Client Signature

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Date

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Event Date

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For DGS Event Creator

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Authorized Signature

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Booking Reference No.

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