



Terms & Conditions of Service

Effective date: October 16, 2026

These Terms & Conditions (the "Agreement") govern all decoration services provided by Dekan Events ("Dekan Events", "we", "us") to the person or organization booking our services (the "Client"). By paying the deposit or approving a quote, the Client confirms they have read and agree to this Agreement.

Business details: Dekan Events, Toronto, Ontario · Phone: +1 (289) 423-9188 · Email: info@dekanevents.ca · Website: www.dekanevents.ca

1. Services

Dekan Events provides event decoration services, including kids' birthday parties, weddings, corporate events, cultural celebrations (such as Mehndi and Sangeet), and private parties, across Toronto, the Greater Toronto Area, and the Durham Region. Services include custom design, supply, setup and teardown of decorations as described in the Client's approved quote.

2. Inquiry, Consultation and Quote

- The Client submits an inquiry through our quote form, including event type, date, start and end time, venue, guest count, theme and colour preferences.
- We respond, hold a design consultation, and then send a written quote.
- A quote is an offer based on the information the Client provided. If the details change (date, venue, time, guest count, scope), we may revise the quote.
- Quotes are valid for fourteen [14] days from the date issued unless stated otherwise.

3. Booking and Deposit

- A deposit of 40% of the quoted total is required to reserve the Client's date. Payment details will be sent once the Client finalizes the booking.
- The date is confirmed and added to our calendar only once the deposit has been received.
- Until the deposit is received, availability is not guaranteed.
- The remaining balance is due no later than two [2] days before the event.
- Accepted payment methods: e-transfer / cash.
- Applicable taxes (HST) are included in quoted prices.

4. Custom Design Drawing

- Every Client receives a custom design drawing before the event so they can review how the space will look.
- The Client may request reasonable adjustments to the design before setup. Design changes are accepted up to three [3] days before the event.
- The design is a visual guide. Minor variations in colours, materials, balloon shades, sizes and product availability may occur, and we will substitute items of equal or better quality where necessary.
- All designs, drawings and concepts remain the intellectual property of Dekan Events. They may not be copied, shared with other decorators or reproduced without written permission.

5. Venue Requirements

- The Client must provide the venue name, address, and setup and teardown time slots in the quote form, during the call or through email.
- We will check the venue's decorating rules before designing. The Client agrees to provide us with accurate information and to inform us of any venue restrictions or changes they become aware of.
- The Client is responsible for confirming that the venue permits decorating and for arranging access for our team at the agreed times.
- Where the venue prohibits certain materials (for example, helium, tape, confetti or hanging items), we will adapt the design. Such changes do not entitle the Client to a refund.
- If we cannot access the venue at the agreed time, or the setup window is shortened, we may be unable to complete the full design. Fees remain payable.
- Venue fees, permits or security charges are the Client's responsibility.

6. Travel

We serve Toronto, the GTA and Durham Region. Any travel fee is calculated from the venue address and included in the quote upfront. If the venue changes after the quote is issued, the travel fee may be revised.

7. Setup and Teardown

- Setup and teardown are included in our services unless the quote states otherwise.
- We arrive before the event to set up and return afterwards to pack down and remove all of our decorations and materials.
- The Client must ensure the space is clear, accessible and ready for decorating at the agreed setup time.
- Teardown will take place at the agreed time after the event. If the Client or venue requires teardown at a different time, additional fees may apply.

- Items rented or supplied by Dekan Events remain our property and must not be removed, damaged or taken by guests or the Client. Items intended as party favours or gifts will be identified in advance.

8. Changes, Rescheduling and Cancellation

We understand that plans change. The Client should notify us as early as possible so we can work together to find the best option.

- **Rescheduling:** The Client may request a new date. Subject to availability, the deposit may be transferred to the new date if the request is made at least seven [7] days before the original event date.
- **Cancellation by the Client:** The 40% deposit is non-refundable. Cancellations within seven [7] days of the event may be charged up to 70% of the total price because materials have been prepared and the date has been held.
- Custom or special-order items that have already been purchased or produced cannot be refunded.
- **Cancellation by Dekan Events:** If we must cancel for reasons within our control, we will refund all payments made, or offer an equivalent replacement decorator or alternate date at the Client's choice.

9. Last-Minute Bookings

Last-minute requests are considered based on availability. A rush fee of 10% may apply for events within four [4] days.

10. Client Responsibilities

The Client agrees to:

- provide accurate event details and a point of contact who will be present during setup;
- keep decorations, backdrops and installations undisturbed and supervise children and guests around them;
- not climb on, pull down, pop, or handle structures, balloon arches, signs, or electrical items in an unsafe way;
- notify us immediately of any issue with the decorations so we can address it.

11. Safety, Materials and Allergies

- Decorations may include balloons (latex and foil), lights, props, backdrops, paper items and small parts. The Client must inform us in advance of any allergies, including latex, and any special safety concerns.
- Balloons, balloon fragments and small decorative items can be a choking hazard to young children. Children must be supervised around decorations at all times. Popped or deflated balloons must be removed promptly and kept away from children under 8.

- Helium is used only where the venue permits it and where safe.
- We may decline or modify any request that we reasonably believe creates a safety risk.

12. Damage, Loss and Liability

- We take care to avoid damage to venues, and we use materials suitable for the surfaces where possible.
- The Client is responsible for loss or damage to our decorations, props or equipment caused by the Client, guests or venue staff after setup is complete, including replacement cost.
- To the extent permitted by law, Dekan Events is not liable for damage resulting from venue conditions, venue rules not disclosed to us, guest behaviour, or events outside our reasonable control.
- Our total liability in connection with any booking is limited to the amount the Client paid to us for that booking, except where liability cannot be limited by law.
- Nothing in this Agreement limits any rights the Client has under Ontario consumer protection law or any liability we cannot lawfully exclude.

13. Force Majeure

Neither party is responsible for any failure or delay caused by events beyond its reasonable control, including severe weather, road closures, power outages, illness, public health orders, venue closures, or government restrictions. We will work with the Client in good faith to reschedule or arrive at a fair solution, which may include transferring the deposit to a new date.

14. Photos and Marketing

We may photograph our decorations for our portfolio, website and social media. We will not include identifiable faces of children or guests without the Client's permission. The Client may opt out in writing at any time before the event.

15. Privacy

We collect names, contact details, event information and payment details only to provide our services, and handle them in accordance with applicable Canadian privacy law (including PIPEDA). We do not sell personal information. The Client may request access to or deletion of their information by contacting info@dekanevents.ca or at +1 (289) 423-9188.

16. Complaints

If the Client is unhappy with any part of our service, please let us know within 48 hours of the event, including photos if possible, so we can make it right. We will review concerns promptly and in good faith.

17. General Terms

- **Entire agreement:** This Agreement, together with the approved quote and design drawing, is the entire agreement between the parties.
- **Changes:** Any change to this Agreement must be in writing (email is sufficient) and agreed by both parties.
- **Severability:** If any part of this Agreement is found unenforceable, the rest continues to apply.
- **Governing law:** This Agreement is governed by the laws of the Province of Ontario and the federal laws of Canada that apply there. Disputes will be resolved in the courts of Ontario.
- **Electronic acceptance:** Payment of the deposit, or written approval of the quote, counts as acceptance of this Agreement.