



FAQS

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HOW DOES IT ALL WORK?

The best way to start is to have a look at the options on our website. These fall into three categories - packages, tailored, and 'One Stop Shop'.

Essentially, you can choose either a pre-made package which best suits your budget and ceremony size, dive in and choose a set up which is unique to you and your special day, or let us cover it all with as a one stop shop for your entire day.

Once you've worked out what you want (things work best if you can lock this down earlier rather than later), we will provide you with an informal quote. If you are happy with this and wish to proceed, we will send you a formal invoice, and upon receiving a 50% deposit, we can lock these items in for your date. Its really important to mention here that until you make the deposit we are unable to secure these items for you.

We will also provide you with a question form, along with out terms and conditions which are accepted by means of your deposit being paid. The question sheet that you will then fill in helps us outline more of the specifics associated with your day - things like, times of arrival, the best contact on the day, how you would like things setup specifically, any permits or documentation, and your wet weather alternatives etc.

From there, we will be in touch 6 weeks out in order to double check all the details and settle the balance for the date.

On the day we will aim to arrive around an hour before the stated ceremony start time, set it up perfectly, and then pack it all down an hour and a half after the stated time of ceremony commencement.

Easy.





BOOKINGS

HOW DO I SECURE MY BOOKING?

Your quote is valid for 7 days. To secure the booking, you must approve the quote sent to you, it will then be turned into an invoice and a 50% deposit is required to secure your booking.

With the invoice, you will also be sent our T&C's. By paying the deposit, this confirms you have read and agree upon these T&C's.

If you do have any questions around payment or wish to discuss one that better fits you then please send us an e- mail and we can arrange something that suits. We understand budgets, so are happy to discuss a method of payment that works for you.

IS MY DEPOSIT REFUNDABLE?

Booking deposits are non refundable. A deposit is required as security for your booking. By paying your booking deposit, you are securing the items you have requested for that date, we then make those items unavailable to other clients once your deposit is received.

IS THERE A MINIMUM ORDER?

Yes, we have a minimum furniture hire spend of \$200. Delivery and Set Up fees are quoted separately on a case by case basis.

WHAT IS THE SETUP AND DELIVERY FEE?

Our setup and delivery fees vary depending on the location of your event, its accessibility, and the size. To give you an idea of how we price our delivery and setup, we take into consideration the following:

- * Most delivery and set ups take anywhere between three to four hours from loading up at the warehouse, travelling to the location, transporting the items, and then setting them up.
- * We have to include fuel, tolls, and vehicle expenses.
- * This entire process is then repeated for the pack down.

We always do our absolute best to keep your delivery and pickup fees affordable and do not use delivery charges to make a profit.



CAN I CHANGE FURNITURE OPTIONS?

Of course! When and where available, you can make changes to your furniture styles.

Your ideas may change, you may want to add items you didn't think of before, or due to increased numbers, you may decide on different chair numbers, if you can let us know as soon as possible - we will do our best to accommodate this!

We suggest locking in key items such as your arch option, any drink stations, and any items you have your heart set on as soon as possible to ensure you don't miss out.

IF I CHOOSE A SET PACKAGE CAN I ALTER IT?

You are more than welcome to add additional items to a package or upgrade certain items for an additional fee, however it is not possible to reduce items in a package for a discounted price.

For example, If you were to select a 'Package 2' (which is a package price) and then subtract certain items, we would be unable to offer the remaining items at this same 'package' price point - this would be a 'Tailored Ceremony'.

WHAT IS LOVESICK'S CANCELLATION POLICY?

We understand circumstances change that are out of your control.

The Client can cancel their order at any time, but the Deposit is non-refundable. Orders (including inventory numbers) may be changed up until 60 days before the commencement of the hire period. The client may update or change the order numbers or items by 25% of the total amount. If inventory numbers are reduced within 60 days of the commencement date, there will be no reduction of costs for the order and the total quoted amount will be payable.

If you decide to cancel completely under 60 days out, unfortunately the full balance will still be due. This is to compensate us for the loss of work on the date.

WHEN IS FULL PAYMENT EXPECTED?

Full payment is required 60 days prior to the ceremony. If the ceremony is booked less than 60 days out, full payment is expected to secure your booking.

We had to reschedule our wedding due to COVID and then had to deal with some pretty nasty weather on the day for a beach wedding! LoveSick were an absolute pleasure to deal with and so accommodating and compassionate. We couldn't have been happier with the lovely job that Lovesick did.

MICHELLE & BENJAMIN | SUMMER

2020



I would highly recommend the team from Lovesick Weddings, they went above and beyond to make our special day perfect. Nothing was too much to ask and everything was handled professionally and with enthusiasm! Thank you Lovesick Weddings

LEWIS & LEE | SPRING

2019



Great decorative pieces without breaking the bank. Abbey was extremely helpful and responsive. Working with her really put me at ease while we were planning my wedding. Her team put together a lovely floral arrangement for the arch, set up and pack down was seamless.

CHRISTINE & MICHAEL | SPRING

2021

FAQS

ON THE DAY

WHAT IS YOUR STANDARD HIRE PERIOD?

Our standard hire period is 1.5 hrs from the prior stated ceremony commencement time. However, we may be able to offer extended hire durations subject to availability for an additional fee.

WHAT TIME WILL YOU BE THERE TO SETUP?

We always aim to arrive an hour before, but sometimes this may vary due to the difficulty of the access, or your location in relation to travel times on the day. Its always best to make sure that you when you book a location you have allowed adequate time for us to access the site and set up.

HOW DO WE LET YOU KNOW HOW WE WOULD LIKE IT SETUP?

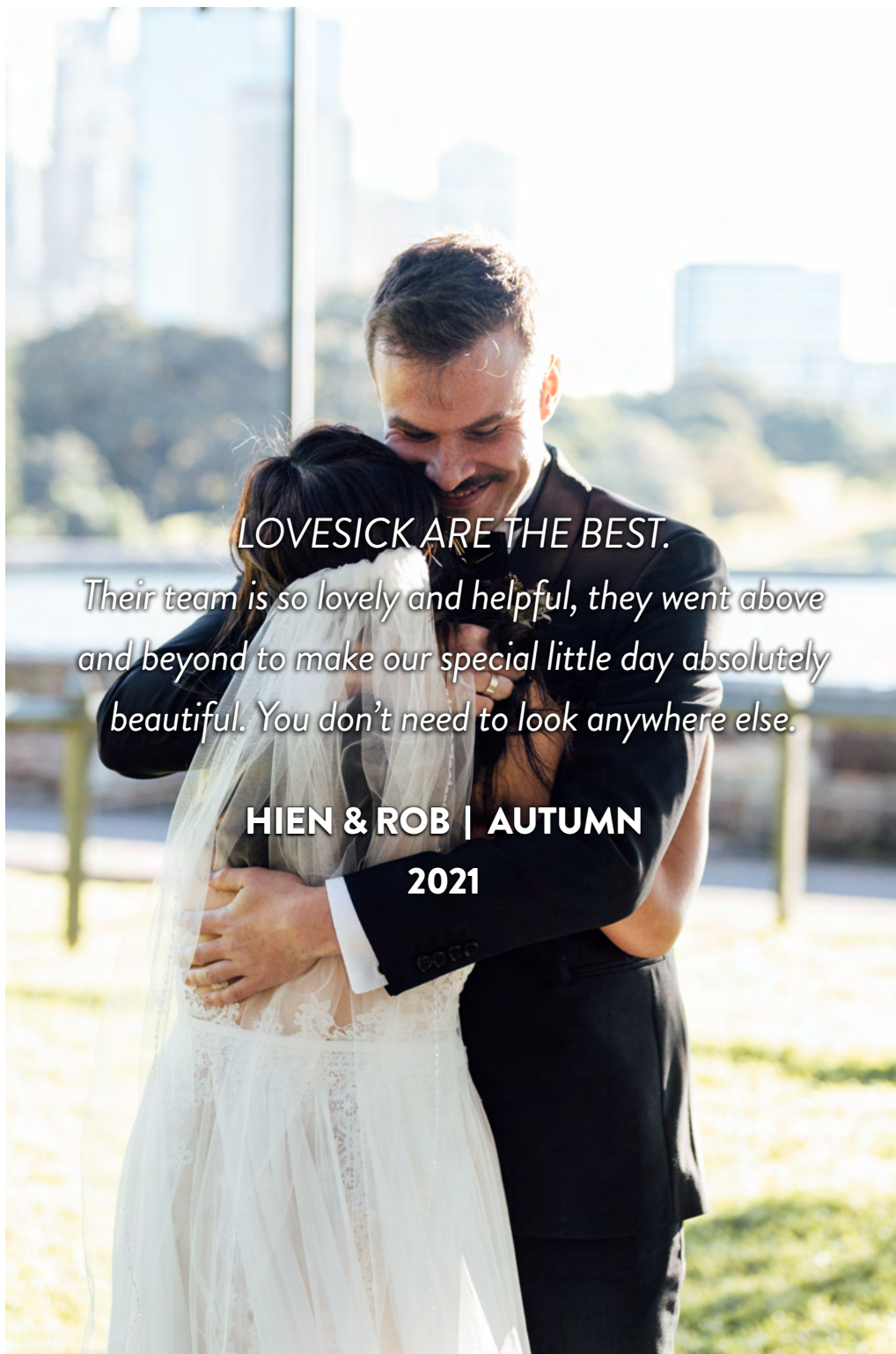
We always aim to style the set up exactly how you've pictured, so we find it best if you visit the location and take some photos with markings of how you would like it to be set up - so we can get the right angle on the day. If for whatever reason, you would rather leave it to us (we have often been to the spots before) we are happy to make a call for you on the day and remove the stress.

WHAT HAPPENS WITH RUBBISH REMOVAL?

It is really important to note that unless you have ordered the 'trestle drinks package', or otherwise made arrangements with us prior to the date you are responsible for the removal of any rubbish associated with the event - petals, bottles, cans, general rubbish etc.

RANGER ESCORTS (WEDDINGS AT THE ROYAL BOTANIC GARDENS)

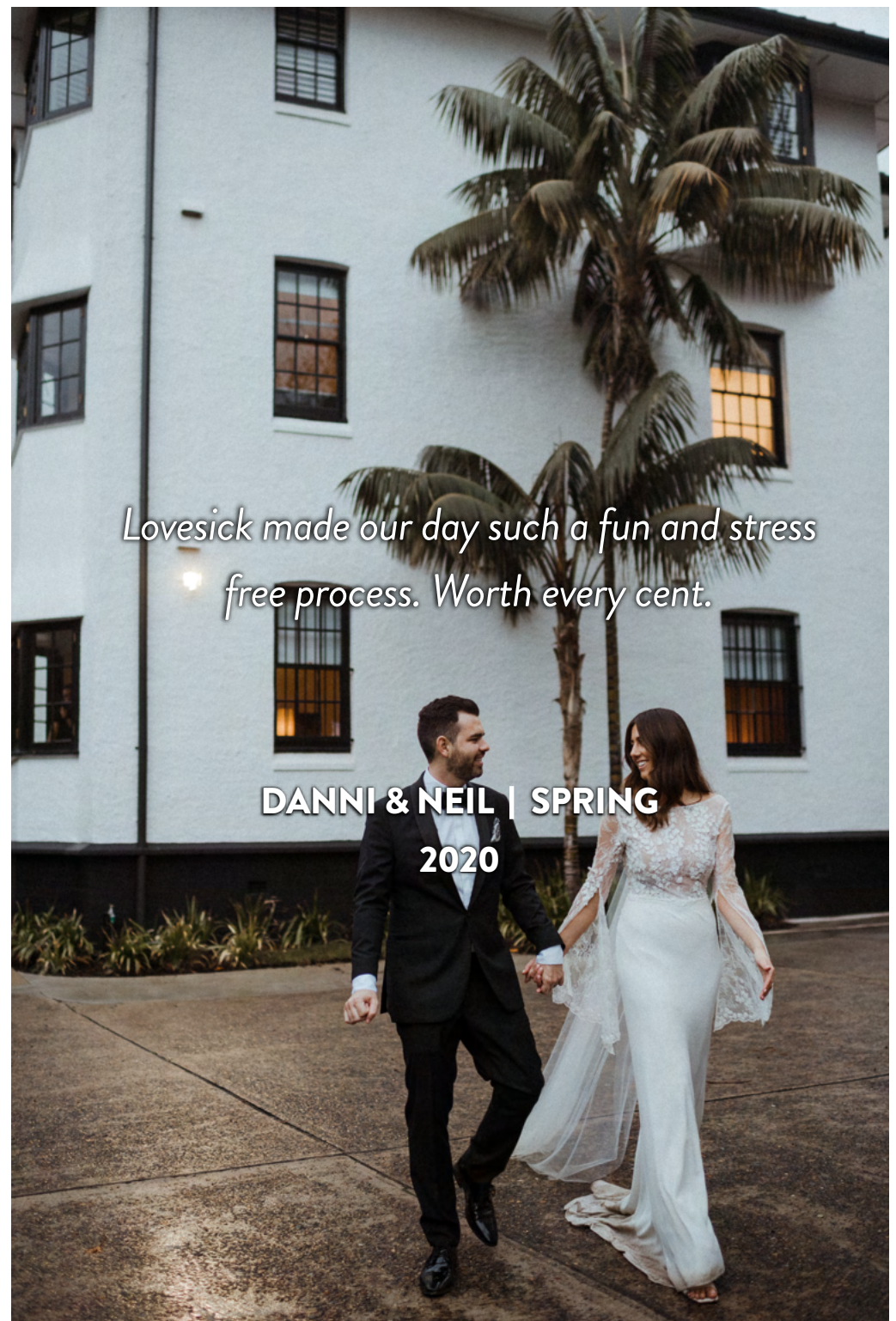
If your ceremony is taking place at the Royal Botanic Gardens, you will be need to acquire a 'ranger escort' for us to gain access to the gardens. This is booked through the RBG. Whilst we have done hundreds of weddings at the RBG, and find it one of the smoothest operations, it is important to ensure you allow adequate time - this is usually one hour, but if your ceremony is particularly large it's best to check with us anyway.



LOVESICK ARE THE BEST.

Their team is so lovely and helpful, they went above and beyond to make our special little day absolutely beautiful. You don't need to look anywhere else.

**HIEN & ROB | AUTUMN
2021**



Lovesick made our day such a fun and stress free process. Worth every cent.

**DANNI & NEIL | SPRING
2020**

FAQS

WET WEATHER

WHAT HAPPENS IF IT RAINS ON THE DAY OF MY EVENT?

In the unfortunate event of inclement, and if your event is outdoors, it will be your decision if you wish to proceed with your wet weather option. We are unable to offer a refund for inclement weather, and LOVESICK also reserves the right to refuse setup of certain furniture due to the weather conditions.

It is important to note that should you choose to go ahead with your wet weather option, we may be unable to provide certain pieces due to access or space constraints at your wet weather location. Additionally, if your wet weather event has difficult access - a difficult access fee may apply. *timing

WHEN SHOULD WE LET YOU KNOW THAT WE ARE GOING AHEAD WITH OUR WET WEATHER OPTION?

We know the weather can be hard to predict, but we will need to know if you plan to go ahead with your wet weather option at least 5 hours before your ceremony start time. The reason for this is that things will likely change logistically on our end and we need enough time to accommodate these changes.

If your event is before midday, we will need to know the evening prior to your date.

CAN I CHANGE OR SUBSTITUTE MY ITEMS FOR WET WEATHER?

No, unfortunately we are unable to change any items due to your wet weather plans.

WHAT IF I DON'T HAVE A WET WEATHER OPTION?

If you don't have a wet weather option, we are able to offer some white umbrellas or larger market umbrellas for an additional price.



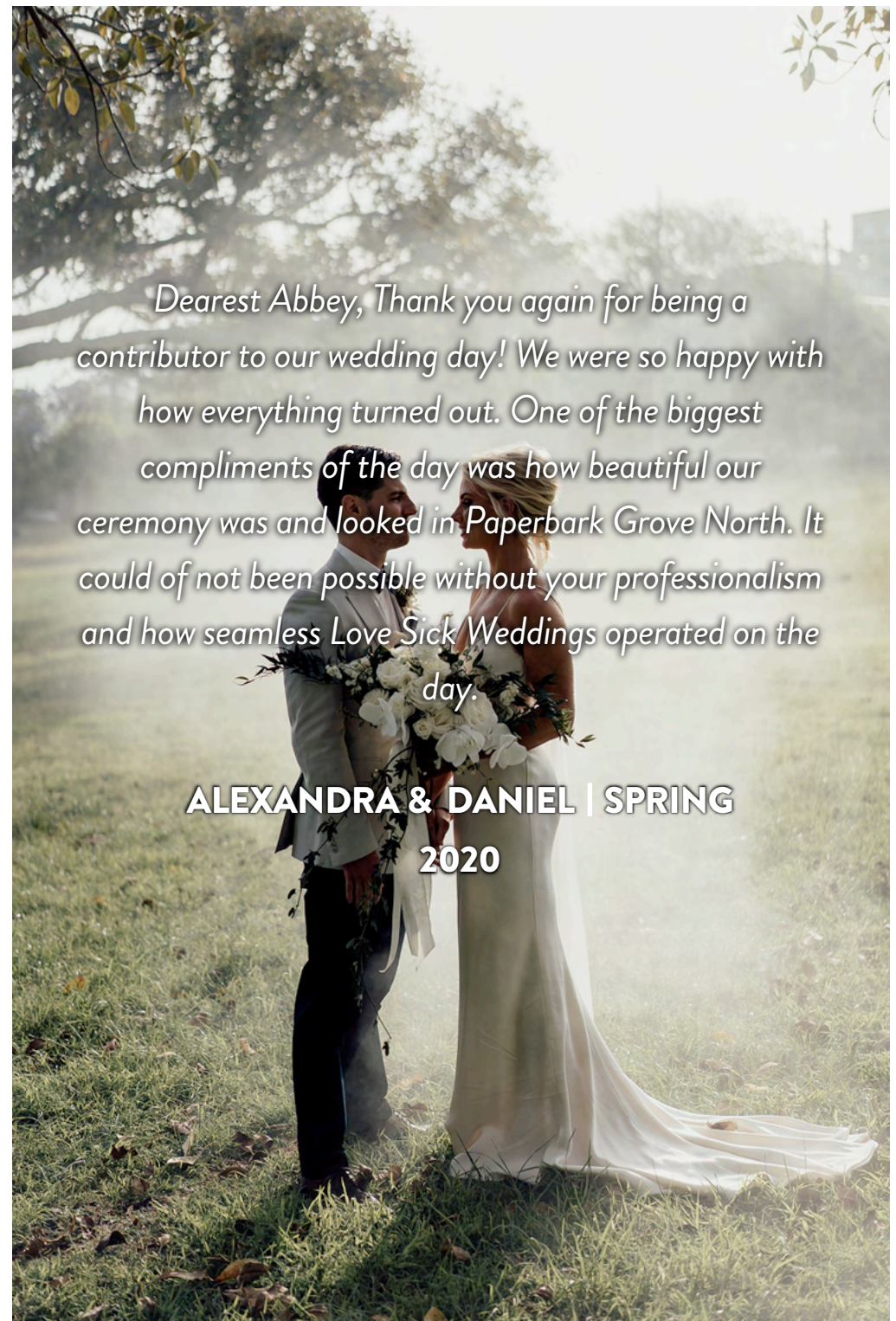
A brilliant wedding organiser and supplier. They made our wedding setting perfect with minimum cost yet a fantastic outcome. Thank you!!

**EMMA & JONATHAN | AUTUMN
2019**



LOVESICK did it all. A one stop shop for everything with no fuss.

**PATRICIA & BYRON | SUMMER
2021**



Dearest Abbey, Thank you again for being a contributor to our wedding day! We were so happy with how everything turned out. One of the biggest compliments of the day was how beautiful our ceremony was and looked in Paperbark Grove North. It could of not been possible without your professionalism and how seamless Love Sick Weddings operated on the day.

**ALEXANDRA & DANIEL | SPRING
2020**

FAQS

OTHER

ARE WE ABLE TO PICK UP OUR ORDER?

In the event that we are fully booked we may be able to offer a DIY option (given your items chosen are suitable for this). In this situation, we will require a security bond, and you will be able to pickup and return the items to our warehouse at a mutually agreed upon time.

WHAT HAPPENS IF SOMETHING IS DAMAGED OR LOST?

If an item is lost, damaged or broken - LOVESICK will require relevant compensation. If an item is repairable we will invoice you the repair costs within 7 days of your event. If this occurs under a DIY booking, your bond will be forfeited.

WHAT IS YOUR COVID POLICY?

If your event needs to be rebooked or postponed due to COVID-19, we provide the opportunity for you to rebook your wedding or event with LOVESICK at no extra cost or fee within 18 months of the original planned date.

In saying this, we will need to work in together to find an alternate date based on our availability.

Whilst we will do our very best to work with you through these difficult times, if there are any non-transferrable costs for items that have already been purchased including flower petals, or date specific vinyl signage you will need to cover these up front.

ARE LOVESICK STAFF FULL VACCINATED?

Yes! All staff that work for LOVESICK are fully vaccinated.