



Delivery Booking Process



Be aware that your requested hire equipment is not secure until you make the minimum 20% deposit. Should you go ahead with the quote it is best to make the desposit payment as soon as possible to ensure you don't miss out on your equipment being hired out to another customer

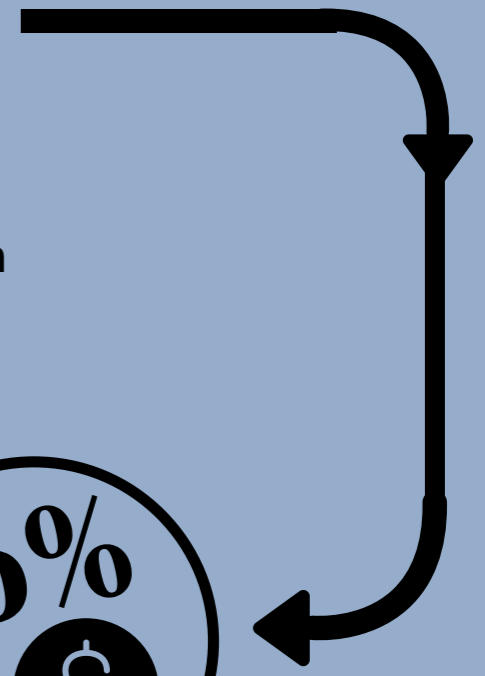
The Booking Process



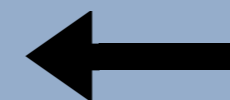
You make the decision to go ahead with the quote



Call or Email FGE to confirm your requested equipment is still available



A minimum of 20% deposit will be required within 24 hours to secure requested equipment



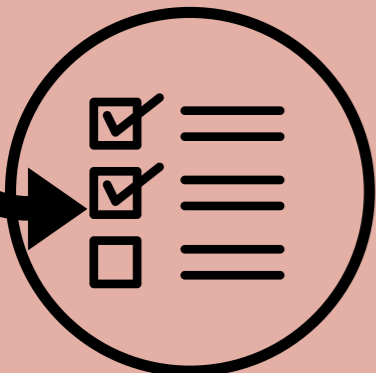
Once receipt of the funds is received your equipment will be secured



Your booking confirmation will be sent via email within 48 hours



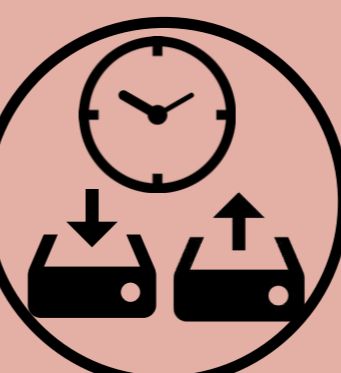
2 Weeks Before Event



FGE will confirm all delivery and venue information is received



Full Payment Due (if outstanding)



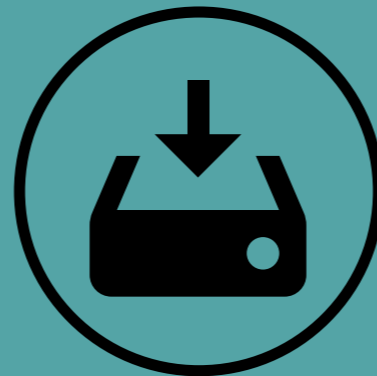
Delivery & Pick Up times will be confirmed



Event finalisation email will be sent to you



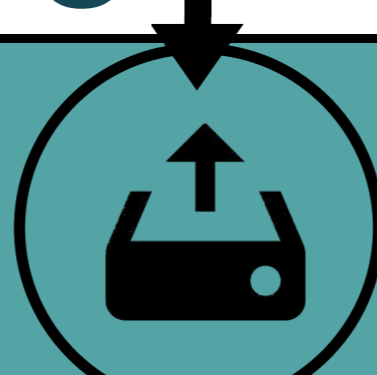
Delivery & Pickup



Equipment Delivery



Party Time!



Equipment Pick Up



Hire Terms

Payment Terms

A minimum deposit of 20% of the total hire amount must be made within 7 days of receiving the quote to secure requested equipment. The equipment will ONLY be allocated to you and held once the deposit is paid

Receiving Delivery - The final balance must be paid in full within 14 days prior to the function date

Note: Bookings made within 14 days of the function date must pay the full amount to have their equipment secured

DIY / Pickup - The final balance is paid upon collection from our warehouse

Payment Options

1. Bank deposit - ANZ

BSB: 013223 Account Number: 109129705 Name: Feel Good Events

Note: Ensure to add your quote number as the payment description. Receipt of payment may take up to 72hours

2. Over the phone by credit card (Visa & Mastercard - 0% surcharge. Amex - 1.65% surcharge)

Phone: 1300 134 493

Delivery, Collection & Return Terms

Deliveries / Pickups:

All customers will be allocated a 3 hour delivery & collection window which will be provided the week of your event. All delivery and collection time slots are between 9am - 5pm

Additional fees apply for the following;

- Requesting a specific delivery / collection time
- If delivery / collection is requested outside of the 9am-5pm time frame
- If delivery / collection is required on a Sunday or on a Public Holiday

Customer Collections / DIY:

No utes or open trailers are permitted to collect goods - enclosed vehicles only. Blankets & padding must be used and goods must be secured Customer collections can be made from our warehouse between our regular office hours Monday - Friday. For weekend events your hired equipment can be collected Friday and returned Monday. For events held during the week, collections are to be made on the day of the event and returned the following day

Cancellation Policy

All deposit payments made to Feel Good Events are non-refundable on cancellation

Payments in full are non refundable should cancellation be requested within 7 days of the event date. This applies to equipment hire, delivery costs and labor costs. Cancellations of individual items from the booking within this time will also be non refundable

Warehouse Fee & Bond

DIY & Self Installs Only. Not applicable when FGE is installing equipment for your event

A warehouse fee of 7% of the total equipment hire is applied to all DIY & Self Installs. This fee covers wear & tear on equipment

A security bond of \$100 is required for all collections from our warehouse. Bond is payable by card at any time prior to collecting your goods or cash upon pickup. Bond will be refunded using the same payment method once equipment has been inspected and confirmed there are no missing items or damages