

# Save Time, Save Money and Have a Great Party!

Experienced ECF Party Planners and Decorators can accelerate the planning process with their extensive industry knowledge. They are well-connected to reliable suppliers, know the best venues and vendors, and have a proven track record of working with them. Instead of cold-calling venues to inquire about pricing, an event planner can swiftly present the options and assist you in finding the best fit for your event and budget.

Additionally, party planners and decorators are familiar with regulations and requirements such as permits, venue access, and egress. They possess the necessary skills to manage events effectively and efficiently.



## HOW IT WORKS: Party Helpers – Planner and Decorator

### Step 1. Book a Session

Go to our Contact Us page and send us a message. Please choose Party Helpers from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

### Step 2. The Consultation

Before our first meeting, we'll schedule a phone consultation to discuss ideas, estimate costs, and prepare materials according to your preferences. Once plans are finalised during the meeting, we'll email you a detailed proposal.

Depending on the requirements, costs will cover our fees, catering, purchases, rentals, logistics and entertainment

hires.

### Step 3. Deposit and Final Payment

A 20% deposit is required to confirm the booking and is payable 30 days before the event.

We also need to make deposits to suppliers, so a total deposit of 50% to 75% is required to secure the booking. The additional 30% to 55% required deposit is payable within 21 days before the event.

The remaining balance must be paid 8 days before the event.

### Step 4. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible. While we do have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher  
Bank Name: NAB  
BSB No.: 085-005  
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

### Step 5. Relax and Enjoy the Experience

On the event day, all staff will arrive one or two hours early to ensure everything runs smoothly as planned. You just need to prepare to greet your guests.

If you need to contact us directly, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

## FREQUENTLY ASKED QUESTIONS

### Booking

#### Booking Confirmation and T&Cs

ECF Party Helpers reserves the right to decline any booking that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

#### I confirmed my booking but didn't get confirmation.

If you haven't received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it's not there, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) in case you entered your email incorrectly. You can also call us for assistance.

#### Can I book over the phone?

We request that all orders and/or bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or contact us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

#### Cancellations

We understand that sometimes plans change, and you may need to cancel or reschedule the booking. We will do our best to accommodate your needs. Please let us know as soon as possible if you need any changes.

Please take note of the following cancellation policies for our Party Helper – Planner and Decorator:

- Confirmed bookings cancelled 21 days before the event date will forfeit the 20% deposit.
- Cancellations made 14 days before the event will forfeit all deposits made.
- Cancellations made within 7 days before the event will be payable in full.

Supplier cancellation policies with shorter deadlines will take precedence over ECF Planner and Decorator

cancellation deadlines. Supplier cancellation policies will be detailed in the proposal.

The client may arrange to retrieve purchases that have already been made within 3 days of cancellation. Non-food items will be donated to charity, and perishable items will be disposed of after 3 days.

### The Process

#### How will I identify my Party Planner and Decorator?

Prior to your initial appointment, we will send you an email containing the Party Planner and Decorator's information, including their full names, digital copies of their company photo ID with us, and mobile numbers.

Before deploying any of our staff, we ensure that we have checked their credentials, including:

- Training Certificates
- Valid Photo ID
- Current Police Check
- NDIS (National Disability Insurance Scheme) Check
- WWC (Working with Children) Check
- Valid Australian Driver's License

#### What services do Party Planners and Decorators offer?

Budget and Time Management  
Venue Selection, Concept and Design  
Suppliers and Logistics Coordination  
Selection and Hiring of Entertainers  
Permits and Licenses Applications

#### What does it cost to decorate a party?

Whatever your budget is, that is what it will cost. A small budget doesn't mean you will get less of a "wow" factor. There are numerous ways to create a party atmosphere to make you and your guests feel good.

#### What information do you need from me?

Initially, you should provide your budget, the date of the function, the number of people attending, and your unique preferences. Don't stress; we will gather all the other information we need in good time.

#### Authorisation

Comprehensive ECF Planning and Decorating Proposals will list suppliers' names, rates, and terms and conditions. Clients can sign contracts directly with the suppliers or authorise the Planner and Decorator to contract with them on their behalf. As authorised representatives of the client, ECF Party Helpers will not be responsible for any disputes or damage to property or equipment arising from these arrangements.

#### Is it worth hiring a planner and decorator?

The memories and experiences that a well-planned and beautifully decorated party creates far outweigh the costs.

### Payment and Billing

#### How do I pay?

We accept bank transfer payments only.

A 50%-75% deposit is necessary to confirm the booking. Full payment must be made 8 days before the session.

#### How do I get a receipt for my payments?

After we receive confirmation of your payments, we will promptly email you the receipts.

## **Complaints and Feedback**

### **I'm not happy with the service I got.**

We hope it doesn't happen, but we want to know about it if it does. Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com), and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

### **How do I contact you in case of a legitimate claim?**

Please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.