

Agreement Policy for Event Planning Management Web Application

This agreement policy is between the user and the event planning management web application. By accessing and using the Application, the User agrees to be bound by this Agreement.

Services Provided

The Application provides event planning management services to Users, including but not limited to creating and managing events, managing guest lists, sending invitations, and managing vendor contracts.

User Obligations

The User agrees to provide accurate and complete information when registering and using the Application. The User is responsible for maintaining the confidentiality of their login credentials and for all activities that occur under their account. The User agrees not to use the Application for any illegal or unauthorized purpose and to comply with all applicable laws and regulations.

Payment and Fees

The Application may require payment for certain features and services. The User agrees to pay all applicable fees in a timely manner. The Application reserves the right to modify fees at any time, but will provide advance notice to Users. The User is responsible for any taxes associated with their use of the Application.

Intellectual Property

The Application and its contents, including but not limited to software, text, graphics, images, and logos, are the property of the Application or its licensors and are protected by copyright and other intellectual property laws. The User may not use the Application or its contents for any commercial purpose without the prior written consent of the Application.

Privacy

The Application respects the privacy of its Users and will collect and use personal information in accordance with its privacy policy. The User agrees to the collection and use of their personal information as described in the privacy policy.

Limitation of Liability

The Application is not liable for any damages resulting from the use of the Application or its contents, including but not limited to direct, indirect, incidental, punitive, and consequential damages. The Application makes no representations or warranties of any kind, express or implied, regarding the operation of the Application or the information, content, materials, or products included on the Application.

Termination

The Application may terminate this Agreement and the User's access to the Application at any time for any reason. The User may also terminate this Agreement by discontinuing use of the Application. Upon termination, the User's account and all associated data will be deleted.

Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the jurisdiction in which the Application is located, without giving effect to any principles of conflicts of law.

Entire Agreement

This Agreement constitutes the entire agreement between the User and the Application and supersedes all prior agreements or understandings, whether written or oral, regarding the subject matter of this Agreement.

By using the Application, the User acknowledges that they have read, understood, and agree to be bound by this Agreement. If the User does not agree to this Agreement, they should not use the Application.

Reservation Policy

General Guidelines

- Reservations can be made for both services and packages.
- Once the customer makes the reservation, The service provider(s) must confirm the booking or the reservation **at least 10 days prior to the reservation date** (the day of the event). Failure to do so will result in automatic cancellation of the reservation.
Ex: (If a customer has reserved a reservation for 25th of April, the service provider must confirm the reservation on or before 15th of April to ensure that it is not automatically canceled out by the system.)

For Customer:

- Reservations can be made by selecting reservation dates that are **at least 14 days in the future of the current date.**
- Editing reservations is allowed until the reservation is confirmed by the service provider(s).
- Customers cannot cancel reservations after payment has been made, except in certain circumstances which will be handled manually in person.
- If a package is requested, all service providers must confirm the package, as a single decline will result in the cancellation of the package.

For Service Provider:

- If a service is disabled by the service provider and has ongoing or pending bookings, the provider must either complete the reservation or offer an alternative to the customer.
- Service providers are not permitted to cancel reservations after confirmation.

Payment Policy

General Guidelines

- Payment is processed using the PayHere payment gateway.
- Customers must pay the advance payment at least **7 days prior to the event date**. Failure to do so will result in **cancellation of the reservation**.
- Customers must pay the full payment at least **3 days prior to the event date**. Failure to do so will result in forfeiture of the advance payment to the respective service provider and will result in a **cancelation of the reservation**.
- This payment policy ensures that there are no fraudulent activities or misuse of funds. Service providers will receive payment only upon successful completion and delivery of their services to the customer's satisfaction.

For Customer:

- The advance payment amount is **25%** of the total reservation price for a single cart.
- Advanced payments must be made only to the system admin via online payment.
- Refunds are not processed by the system and must be handled manually.

For Service Provider:

- The system admin will transfer advance payments and full payments to service providers only after the event has been completed and payment has been made through the PayHere gateway.
- The payments for each service provider in a reserved package are calculated using the ratio of the individual service price to the total sum of individual service prices included in the package, multiplied by the package price.
- When transferring payment to service providers, the company will retain a **5%** profit from the reservation price.