



Serendipity Co. Ltd Service Contract

Introduction

As the wedding planner, Serendipity understands its role will be that of advisor and coordinator. The Wedding Couple will make all the selections of venues/suppliers/service providers. This contract sets out the terms and conditions of the agreement between Serendipity and the couple.

1. Serendipity Co. Ltd. (Serendipity) undertake to plan and manage the wedding of _____ and _____ (The Couple) subject to the terms of this Wedding Planning Contract (The Contract).

Article 1: Responsibilities

1. The Company will:

- a. be open to unlimited meetings and consultations via email/telephone/Skype.
- b. where possible, be open to unlimited face-to-face meetings and consultations. Please be aware that any meetings that take place over 20 miles from the office will incur a travel fee.
- c. provide assistance with budget and cost break down
- d. discuss the theme and style of the wedding ceremony and reception, and make recommendations as and when necessary
- e. research and present a range of recommended, possible venues, suppliers or service providers to The Couple for selection, as and when requested
- f. book or hire chosen venues, vendors or service providers
- g. attend meetings with venues, suppliers or service providers as requested. Please be aware an extra cost will be added for travel expenses if the meeting is more than 20 miles trip from the wedding planner/coordinator's home/office
- h. visit the ceremony and the reception venue(s) prior to the wedding.
- i. provide a detailed timeline of the planning process and the ceremony day to the venue, vendors and/or service providers and The Couple
- j. contact all venues, suppliers and/or service providers 1-2 weeks before the wedding day
- k. provide on-the-day assistance and supervision until the end of the reception (to be discussed with The Couple)
- l. use its judgement when taking action with regards to inclement weather; tardiness of The Couple and/or the guests; non performance of the vendors etc. based on the situation, time limitations and/or The Couple's wishes.
- m. in the event of any supplier/service provider's cancellation, Serendipity may substitute a new supplier and/or service provider with or without advance notice to the couple at its discretion and any additional costs to be paid by the couple.

2. The Company will **not**:

- a. enter into third party contracts with venues, vendors and/or service providers
- b. be held responsible for the quality or performance of venue(s), vendors, suppliers or service providers
- c. use images of The Couple, venue, suppliers or service providers in the mass media without permission from The Couple, venue, suppliers or service providers.

3. The Couple will:

- a. pay Serendipity as per Contract. In the event payment hasn't been received within two weeks of the invoice, Serendipity reserves the right to cancel the contract and the wedding date & time may be re-booked by other parties.
- b. pay suppliers directly. Serendipity does not accept commissions from any suppliers. If for any reason, Serendipity has to pay for a service/supplier on behalf of The Couple (for example shrine or hotel deposits), The Couple will be invoiced, and the outstanding costs reimbursed to Serendipity upon receipt of the invoice
- c. honor all contracts with venues, suppliers and/or service providers

- d. be responsible for the wedding planner’s travel expenses on the day of the wedding (to be calculated depending on location) if the wedding venue is outside the Tokyo Metropolitan Area, the invoice for which will be calculated and presented to the Wedding Couple prior to the wedding day
- e. be responsible for the cost of any hotel stays required by the planner in the course of the wedding planning or at the time of the event, unless otherwise stated. The invoice for which will be calculated and presented to the Wedding Couple prior to the wedding day.
- f. accept any stipulations and limitations set out by Serendipity or any of the venues, vendors and service suppliers. Failure to do so may result in cancellation of the contract and a forfeit in any paid fees.
- g. purchase any items needed for the wedding (ceremony & venue) in advance. (Serendipity is more than happy to do the shopping, but payment will be due before we start buying.)
- h. permit Serendipity to use wedding images on its website and social media accounts for promotional purposes. (However, as stated in Article 1, section 2, part c, Serendipity will not use wedding images in the mass media, such as news outlets, magazines and third party websites, without obtaining prior permission from The Couple)
- i. seek the permission from Serendipity, venues, vendors and service providers before using any images in the mass media. And when granted permission, the couple will credit: Serendipity; the appropriate venues; vendors and/or service providers

Article 2: Effectiveness

- a. The Contract shall come into effect once the The Couple have paid the deposit.
- b. All payments to Serendipity must be made within one week of receiving the invoice. If the invoice is not paid within two weeks, Serendipity reserves the right to consider this contract null and void, and award the date to another couple.
- c. The Couple will contact Serendipity if they have any problems with the invoice.

Article 3: Payment of fees

- a. In principle, the Consulting Fee mentioned below shall be paid in advance by The Couple to Serendipity.
- b. A non-refundable deposit of 20% shall be paid once a date for the event (wedding/elopement/vow renewal) has been set.
- c. The remaining balance of the consulting fee will be paid once the venue has been reserved.
- d. If the venue and date are reserved at the same time, The Couple will pay the full amount of the consultation fee, on the understanding that 20% will be non-refundable.
- e. If sending money from inside Japan, the Wedding Couple shall make the payment to Serendipity’s bank account (below) no more than two weeks following the execution of this Contract.

Consulting Fee: ¥_____

Bank and Branch	Type of Account	Account Number	Name of Account Holder
Japan Net Bank Honten /001	Ordinary	3115001	ハリソンアヤコ

- f. Alternatively, if sending money from abroad, the Wedding Couple can arrange to make the payment via PayPal, however this will incur the extra PayPal handling fee of 4.1% of the total fee, plus ¥40.
- g. Payments for services to be provided by partner companies shall be made in accordance with individual contracts with relevant partners. Payment terms thereof shall be notified to the Wedding Couple separately.

Article 4: Cancellation by The Couple

The Couple shall pay the following cancellation fee when cancelling the Contract and wedding arrangements already ordered. The details, terms, and conditions of payment of the cancellation fee shall be as follows:

- (1) Cancellation before the venue has been booked:

80% of the Consulting Fee minus expenses already incurred shall be refunded to the Wedding Couple.

(2) Cancellation by The Couple after the venue has been booked:

- a. Cancellation 365 days or more prior to the scheduled date: 80% of the Wedding Consulting Fee minus expenses already incurred shall be refunded to the Couple.
- b. Cancellation 200 days to 365 days prior to the scheduled date: 50% of the Wedding Consulting Fee minus expenses already incurred shall be refunded to the Couple.
- c. Cancellation 100 days to 199 days prior to the scheduled date, 40% of the Wedding Consulting Fee minus expenses already incurred shall be refunded to the Couple.
- d. Cancellation 99 days or less prior to the scheduled date: no Consulting Fee shall be refunded to the Couple and expenses already incurred shall additionally be charged to the Wedding Couple.

* Any change of the scheduled wedding date due to justifiable reasons including, but not limited to, death or illness of the principal or family members of the Wedding Couple shall be treated as a postponement, not as a cancellation.

* The postponed wedding date shall be discussed separately between the parties.

* With regard to the wedding arrangements separately made, the expenses already incurred for the part of the arrangements already ordered or completed shall be charged to the Wedding Couple.

Please Note: For cancellation of *Garden Vow Renewal*, please see the separate cancellation policy, which supersedes this one.

Article 5: Cancellation by Serendipity

Serendipity may cancel the wedding ceremony and party if The Couple fall under any of the following circumstances. In such case, Serendipity shall not pay to The Couple any compensation for such cancellation. In addition, in cases where such cancellation is due to reasons (1), (2), or (3) below, Serendipity shall not refund the Wedding Consulting Fee.

- (1) When The Couple are found to belong to a designated organized crime group, to be a member of an organized crime group or an organization affiliated with an organized crime group or if there is otherwise any possibility that The Couple violate the laws and the public order and morality.
- (2) When the venue becomes unusable due to Acts of God or any other reasons beyond the control of the venue management company.

In case of (2) above, the wedding ceremony will be postponed to another date in consultation with The Couple. If The Couple are unable to agree upon a new date, Serendipity reserves the right to withhold refund of the Consulting Fee.

Article 6: Photographs

- a. Any photograph taken during the event is free to be used on social media, and Serendipity Websites.
- b. As per Article 1, section 2 part c, any photographs taken during the event by Serendipity or its vendors will not be used in the mass media without the permission of The Couple, venue, suppliers or service providers.
- c. If The couple wish to make any photographs taken during the event available to mass media, they will contact Serendipity in order to obtain full permission from the venue, vendors and service suppliers.
- d. If/When granted permission, the couple will credit the appropriate venues, vendors and/or service providers as appropriate for each photograph.

Article 7: Accidents and Theft at Wedding Venues

Serendipity shall take no responsibility for any accident or theft that occurs under the control of the The Couple at any venue of the wedding ceremony or party, unless such accident or theft is caused due to willful or gross negligence of Serendipity. The Couple shall pay full attention to prevent accident or theft.

Article 8: Privacy (handling of personal information)

Serendipity shall properly handle and keep any and all personal information of The Couple in strict manner in compliance with relevant laws and regulations and shall not use it for any purpose other than the following:

- (1) Communication with the Wedding Couple relating to the wedding ceremony and provision of information to them or inquiry for them on new products, plans, and events, etc.
- (2) Communication with Serendipity's designated partner companies who provide services such as wedding attire, hair and makeup, dressing-up, photography, preparation of invitation cards, gifts to wedding guests, etc. and provision of information to them to the extent necessary to prepare and manage the wedding ceremony and party on the premise that such partner companies enter a confidential agreement relating to such personal information; or
- (3) Disclosure of information to police, tax office, court or any other public organization by the exercise of authority based on laws, etc.

Article 9: Changes and alterations to the contract

- a. Serendipity reserves the right to amend and alter the contract at any given time. They will notify the appropriate parties if/when they do so, via email.

IN WITNESS THEREOF, the parties hereto have executed this Contract in duplicate by placing their signatures and seals thereon, each party retaining one copy thereof, respectively.

Today's Date: _____

Proposed Wedding Date: _____

For or on behalf of Serendipity

Address: 〒171-0022 Tokyo-to, Toshima-ku, Minami-Ikebukuro, 1-14-2-603

Name: Ayako Harrison
CEO, Serendipity Co., Ltd.

Seal or Signature

For or on behalf of the Wedding Couple:

Bridegroom

Address: 〒

Name:

Seal or Signature

Bride

Address: 〒

Name:

Seal or Signature