

Terms & Conditions

1. Booking & Payment

A \$200 non-refundable deposit is required to secure your booking date. The remaining balance must be paid prior to the event. Bookings are not confirmed until the deposit has been received.

2. Setup & Pack-Down

Setup and pack-down time are not included in booking hours. Lazuro requires approximately 1 hour before the event for setup and up to 1 hour after for pack-down.

3. Event Requirements (Client Responsibilities)

Client agrees to provide a suitable space (minimum 2.5 m × 2.5 m), flat surface, access to a standard 240V power outlet, and safe conditions. If required, stable internet connection for QR photo delivery.

4. Access & Timing

Client must ensure venue access is available at the agreed setup time. Delays may reduce booking time.

5. Travel Fee

A travel fee may apply depending on the event location and will be confirmed prior to booking.

6. Personalised Sign

Clients are responsible for confirming all spelling and text details. Lazuro is not responsible for errors after approval.

7. Weather (Outdoor Events)

For outdoor events, the client must provide a covered area. Lazuro may pause or cancel service if conditions are unsafe.

8. Equipment & Safety

All equipment must be treated with care. Client is responsible for any damage caused by guests or third parties.

9. Cancellations & Changes

Deposit is non-refundable. If rescheduled, it may be transferred to a new date subject to availability.

10. Liability

While we take every care to ensure a seamless experience, Lazuro is not responsible for circumstances beyond our control.