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Questions that we get asked - Frequently!

### **When should I book you?**

Well that is up to you! We will take bookings from 2 years out to 2 weeks away. If you wish to be organised and cross the theming off your list, generally the preferred booking time would be 6 – 12mths out from your wedding date. This ideally would ensure that the items that you require are available, or we have time to get the items in. But please don't stress if you are within 6mths, contact us to see what is available.

### **How much deposit do I pay?**

At Paramount Event Hire we generally require a deposit of 25%, however we understand that there are multiple pressures on the budget at this time in your life, so we are flexible with that.

### **How do I make payments?**

Our bank account details are printed on your booking. Or you can pay by credit card over the phone, however there is a 1.5% fee on visa and mastercard. 2.5% American express.

### **Can I pay off my wedding theming?**

Absolutely! You can make payments to us at any time and treat it like a 'layby'. Coming soon though is the ability for you to make scheduled payments directly from your account – watch this space!

### **When is payment due?**

Payment along with final numbers is due the week of your wedding.

### **What if my numbers change?**

We expect numbers to change, as organised as you would like to be, there will be the odd guest that will through you into a tail spin at last minute. But ideally we require final numbers the Tuesday prior to your wedding or event.

### **Can I change my items? What if I change my mind on what I want on my tables?**

Yes, you can change your items. As long as they are available that is fine by us.

### **Does my sash colour have to match my bridesmaid dresses?**

Mmmm – very good question. This is entirely up to you. Generally we say ‘yes’. However – if your shade of hue is difficult to match, we would recommend going with a neutral colour ie white, silver or gold depending on the other colour accents you have in your theme. At Paramount event hire we would also opt with a neutral theme for your sashes if your bridesmaids were in a particular strong or bright colour. For instance if they were wearing hot pink and your hubby to be isn’t REALLY fussed on that colour, we would suggest something quieter. Don’t forget the brighter the sash the more the eye will be drawn away from your centrepiece.

### **My function centre says you can’t get access until the day of my wedding?**

Most function centres will confirm an access time with us by the Tuesday prior to your wedding. If we cannot get access until the day, that is not a problem, the fantastic team at paramount event hire have turned rooms over in under 2 hours. We have had years of experience dealing with the logistics of setting your wedding as you would like it.

### **We can get in the day before, will you set then?**

Ideally yes, we love to get into the room prior to the day of your wedding – we prefer that. However, we need to keep in mind that we may have a function that is being held the night before your wedding at another venue, in which case that particular function will take priority to be setup. Only

once we have contacted all venues, will we commit to a setup time and roster for that week, this is generally known by the Tuesday of that week.

### **Who puts my place cards out?**

Check with your venue first and if they are unable to assist, we can help you. There is a fee involved and we require the cards to be in a particular order.

### **I am having an outdoor ceremony, what if it rains?**

Paramount Event Hire would highly recommend you to have a wet weather alternative for your big day. To cancel the labour component of your booking, we require 3 hours notice, so that we can cancel staff. If less notice is given you will still be required to pay for the installation fees even if it is not going ahead. Regardless of you cancelling the staff, payment for the hire equipment is required rain, hail or shine! We are more than happy to set up the items at another venue as long as the labour component is comparable to the original booking. Again adequate notice on the day is required for us to change venues.

### **I am picking up my items, my wedding is on Saturday. Can I pickup Friday?**

Yes, you can pickup Friday, you can even pickup after 1pm Thursday! All items are available then. They are required to be returned on the Monday.

### **Can you deliver only, and I set up?**

Yes! You can save yourself money if you decide to setup yourself. We can deliver on the Thursday or Friday at a time convenient to you, and can pickup Monday.