



CONSIDARATION DATE :- 23 JULY 2025 10:00 AM IST.

Effective Date: 23 JULY 2025

Company: NEO CREATIONS

Contact: grievance@neocreations.co.in

Website: <https://neocreations.co.in>

Terms & Conditions - Neo Creations

1. Booking & Confirmation

- Event bookings are considered **confirmed only after receiving 70% advance payment** of the total quoted amount.
- No verbal, provisional, or informal commitments will be treated as valid bookings.
- A formal **quotation must be obtained** once the event details are finalized.

2. Payment Terms

- **Advance Payment:** 70% of the total cost must be paid via **any accepted payment method** (Bank Transfer, UPI, etc.).
- **Balance Payment:** The remaining amount must be paid **at least 2 weeks prior to the event date**.
- **Transaction Charges:** Additional transaction or service fees may apply based on the selected mode of payment.
- **Non-Payment Clause:** If the payment schedule is not followed, **Neo Creations reserves the right to withhold or cancel services** without any refund.

3. Scope of Quotation

- The **quoted amount is fixed and non-negotiable** after confirmation.
- Any additional services or decorations not mentioned in the original quotation will be **charged extra**.

4. Government Permissions & Compliance

- It is the client's responsibility to **obtain all required permissions** from local authorities, societies, or government bodies.
- **Adherence to government rules and protocols** (including safety and health regulations) is mandatory.
- **Neo Creations will not be liable** for any loss or delays caused by lack of permissions or violations of protocols.

5. Force Majeure

- The company shall not be held responsible for **any delays, damages, or event cancellations** caused due to natural disasters, pandemics, government restrictions, or any unforeseen circumstances beyond our control.

6. Liability & Responsibility

- Clients are responsible for any **damages to rented properties, equipment, or venues** during the event.
- Neo Creations is not liable for issues caused by third-party vendors but will coordinate to ensure smooth operations.
- **Any delays or disruptions caused due to client-side mismanagement, late payments, or failure to provide required information/documents on time will be the sole responsibility of the client**, and Neo Creations will not be held liable for any resulting consequences.
- **All venue-related documents** — including **booking receipts, NOCs (No Objection Certificates), society approvals, government permissions, fire & safety clearances, and any other mandatory licenses or permissions** — **must be submitted to Neo Creations at least one month prior to the event date.**
- **Last-minute venue changes will not be accepted under any circumstances.** If any change in venue is required, the client must **inform the company in writing at least one month in advance.**
- **Neo Creations will not entertain any requests from guests, relatives, or third parties of the client for services beyond what is mentioned in the final quotation.** Only the primary client contact will be considered for any event-related communication.
- **Any damage to company property, rented equipment, or the event venue caused by the client or their guests will be strictly unacceptable. The client is liable to pay for all such damages immediately at the time of occurrence without any delay.**
- **The client must strictly follow all government regulations regarding alcohol consumption.** In dry states, alcohol is not permitted under any circumstances. In other states, the client must obtain all necessary permissions or licenses from the competent authorities.
- Neo Creations holds no responsibility for legal consequences arising from non-compliance.

7. Amendments

- Neo Creations reserves the right to **modify, revise, or update** these Terms & Conditions at any time, without prior notice. Continued use of services implies acceptance of the updated terms.

8. Contact Us

If you have any questions or concerns about this, please contact:

NEO CREATIONS

Email: grievance@neocreations.co.in

Phone: +(91) 6351950855

Address: Seth Falia , VP Road ,Valsad - 396001 , Gujarat , INDIA.

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